

- c. Availability 24/7 for crisis consultation by telephone.
2. Reduce the costs (medical claims and productivity) of personal problems to Moon Area School District through objective, initial assessments, appropriate treatment planning, and use of the right provider expertise at the appropriate level of care.
3. Provide direct support, guidance and consultation to supervisors when they are confronted with difficult employee situations, patterns of poor performance and/or unusual behavior of an employee at any level of the organization.
4. Provide performance management support to management and Human Resources through consultation and training.

EAP Services Access

Employees may obtain assistance through the Employee Assistance Program in one of the following ways:

1. **Self-Referral:** Employees are encouraged to seek assistance on their own initiative before personal problems begin to affect their work. Early resolution of personal problems is in the best interest of the individual and Moon Area School District. Key elements include:
 - a. Only EAP staff have access to EAP records.
 - b. Confidentiality is guaranteed within the limits of the law.
 - c. Information is not divulged without the written consent of the employee.
 - d. Utilizing the EAP does not jeopardize an employee's job or promotional opportunities.
2. **Supervisory Recommendation (Nonperformance Based):** This is used with an employee evidencing personal difficulties when performance has not yet been affected. Key elements include:
 - a. A caring gesture for a staff member who comes to the supervisor confidentially.
 - b. The supervisor sees signs of a personal problem.
 - c. No performance problem exists.

	<ul style="list-style-type: none">d. The supervisor gives an EAP brochure, card or phone number.e. EAP use is voluntary on part of the employee.f. Service is confidential – the supervisor will hear nothing from the EAP. <p>3. Performance-based Supervisor Referral: Supervisors are responsible for managing performance and correcting deteriorating or unsatisfactory job performance. The supervisor will consult with Human Resources (HR) as per the company policy regarding corrective action. The EAP is available to support effective performance management and to assist the employee in meeting performance requirements by dealing with issues impacting performance. Job performance referrals made by the supervisor to the EAP fall into two (2) categories:</p> <ul style="list-style-type: none">a. Formal Referral (Voluntary Use): Driven by a pattern of performance decline, which has not improved after the usual, informal ways of intervening. Key elements include:<ul style="list-style-type: none">1) The supervisor makes this referral when a pattern of deteriorating job performance is present. It is best utilized in the early stage of discipline.2) EAP use is voluntary on part of the employee. The goal is to turn job performance around by offering the EAP as a resource.3) The Formal Referral is triggered by a manager call to the EAP. The EAP counselor will guide the manager through the process which involves a) getting job performance information and other relevant data; and b) establishing a time frame within which the employee is expected to call for an appointment.4) The EAP will notify the manager if the employee does not make an appointment or keep an established appointment.5) All other information is confidential. With a signed release of information, the EAP will share the following with the manager:<ul style="list-style-type: none">a) Attendance at EAP appointments.b) Agreement to follow recommended plan.c) Decision not to participate in EAP services.
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- 6) During the first EAP session, the EAP counselor will reinforce the supervisor's observations concerning the work performance problem and focus on establishing a plan of action to address the concerns.
- 7) Whether or not the employee chooses to use EAP or to cooperate with a plan of action, the manager continues to monitor performance and to base corrective action on job performance.

b. **Mandatory Referral:** Used with a serious incident or a problem affecting safety and/or job performance. These circumstances include threats to the safety of the employee, threats to other employees or threats to the safety of the workplace related to the employee's behavior, conduct, actions, verbal threats or bizarre behavior. Lastly, a Mandatory Referral to the EAP can be used as part of the Chemical Dependency and Fitness For Duty policy of Moon Area School District. Cross check the EAP policy with the Drug Free Workplace policy, safety sensitive positions, descriptions and any other relevant policies. Key elements of the Mandatory Referral include:

- 1) The manager must contact the Human Resources representative to discuss his/her observation and plan.
- 2) The manager must contact the EAP to begin the process. In this call, the manager will provide all information concerning the current incident triggering the referral, the current status of the employee, next steps as identified by HR and the time frame within which the employee is expected to call the EAP for the appointment.

The EAP is available 24/7 to provide consultation and to facilitate the referral.

The EAP will coach the manager through the process.

- 3) This referral requires the employee to come to the EAP and follow recommendations. Failure to do so will carry with it consequences established by the manager and Human Resources.
- 4) The EAP will notify the manager if the employee does not set up or keep the appointment.
- 5) All other information is confidential. With a signed release of information, the EAP will share the following with the manager:
 - a) Attendance at EAP appointments.

	<ul style="list-style-type: none">b) Agreement to follow the recommended plan.c) If the recommended plan of action requires scheduling accommodations/time off.6) The manager will continue to monitor performance if employee remains on the job, and will do so as well if/when the employees returns to the job if off work due to the incident triggering the Mandatory Referral.
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