

## EAP Policy Criteria

## POLICIES AND PROCEDURES

The EAP policy of Moon Area School District, regarding the EAP as well as personal problems at the workplace, represents a key ingredient in the EAP or product. Typically, EAP policy and procedures have the objectives of:

1. Bringing clarity to management's purpose for having an EAP.
2. Increasing awareness of where management stands regarding work-hampering personal problems of its employees.
3. Increasing the likelihood that supervisors will take positive action regarding performance problems.
4. Bringing objectivity to management's role regarding worker performance.
5. Setting the tone and subsequent image of the EAP.
6. Giving supervisors confidence that they will be backed by management should they take appropriate action with employees.
7. Giving employees confidence that the program has limits and is not "cloak-and-dagger" or only a "tool of management."
8. Clarifying the scope of the EAP.
9. Explaining how employees and families participate, gain access and what to expect in services.

Generally, an EAP policy's key statements for an effective EAP include the following references:

1. The organization's focus for the EAP is on work performance and not on the personal lives or problems of employees.
2. The organization recognizes that problems of a personal nature can have an adverse effect on an employee's job performance. The EAP is established to help address these problems.
3. The EAP is designed to deal with the broad range of human problems such as emotional or behavioral issues, financial jams, family and marital problems, childhood difficulties, career, alcohol and drug problems.

4. The policy usually applies to all employees.
5. The program is usually available to the specified employee population and their family members since it is recognized that serious problems of a family member can have a major impact on the employee's ability to function on the job.
6. The program is concerned about costs of healthcare, and therefore, will recommend the appropriate level of care with expertise related to the employee's problem.
7. Participation in the EAP will not jeopardize an employee's job security, promotional opportunities, or reputation.
8. Participation in the EAP cannot be used by the employee as a "crutch" for poor performance. (Some companies like to require reasonable recovery periods.)
9. All participation in the EAP discussions and EAP's records will be handled in a confidential manner.
10. Employees and family members are encouraged to seek EAP services as early as possible, on their own, in an effort to prevent problems from seriously affecting work performance.
11. The program is prepaid and is without cost to the employee or family member.
12. The policy does not alter or replace existing administrative policies or contractual agreements, but serves an adjunct to assist in their usefulness.
13. Outline of possible ways of accessing the EAP, with emphasis on self-referral.
14. Outline of the steps a supervisor should take in dealing with an employee who exhibits a pattern of deteriorating performance.
15. Emphasis on the supervisor's role of focusing on performance.
16. Specification of the supportive nature of the supervisory referral and the limits of information the supervisor will receive from the EAP.
17. Clarification as to the degree of contact from the EAP with supervisors after a management referral.