

Employee Assistance Program (EAP) Policy: For Employees and Family Members

Policy

[Company Name] (the Company) provides confidential, voluntary, and free-of-charge assistance through our employee assistance program (EAP) to all employees and their family members. Use of the EAP may be due to challenges of stress, anxiety, financial concerns, legal issues, workplace harassment, alcohol or drug problems, marital problems, illness of a family member, emotional worries, child care problems, etc.

It is essential that each employee at the Company takes care of their overall health and well-being. As such, we encourage taking advantage of this valuable benefit.

Procedures

Employees, their family members, colleagues, and supervisors can refer team members to the EAP. The program is available 24 hours a day/7 days a week. Contact information is as follows:

[Insert EAP contact information, website, and a short write-up on what the EAP offers and who they are]

Contacting EAP Counselors

EAP counselors are available to meet with employees and/or their family members, typically over the phone, to assess a problem and develop a resolution plan. Counselors or other EAP professionals that you contact may suggest a referral to an outside resource—therapist, agency, physician, treatment facility, legal counsel, or other professional.

There is no charge for employees or their families to use the confidential services of the EAP. The EAP counselors will make every effort to coordinate referrals for ongoing treatment with the employee's health insurance coverage as well as with their ability to pay.

Utilizing EAP Services During Work Hours

In most cases, an EAP visit that is urgent or cannot be scheduled outside of work will be treated similarly to how the Company treats other doctor's appointments. Please refer to the Company's time off and sick time procedures.

Mandatory EAP Referrals

When an employee's job performance or attendance is unsatisfactory, or there appears to be signs of other problems impacting the employee's work performance, the supervisor may counsel the employee in consultation with human resources. The outcome of this counseling may include a mandatory referral to the Company's EAP services.

Typically an employee may accept or refuse participation in the EAP. However, there may be situations where a condition of continued employment at the Company may be contingent on the employee contacting the EAP for assistance or similar services.

Voluntary participation in EAP services will never jeopardize an employee's job security or promotional opportunities. However, performance and behaviors in the workplace must always abide by Company policies and procedures. Employees will be required to meet performance standards for satisfactory job performance except where specific accommodations are required by law.

Confidentiality

All contact between our employees and the EAP is strictly confidential. In cases of a mandatory EAP referral, the EAP counselor will only verify whether the employee has contacted the EAP. Information given to the EAP counselor may be released to the Company only if requested or approved by the employee in writing.