

## **315 Employee Assistance Program**

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Purpose: For the welfare of employees as well as effective business operations, Pine Haven Christian Communities encourages its employees to take advantage of this valuable benefit of employment. Pine Haven Christian Communities cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. While many employees solve problems on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

Through the Employee Assistance Program (EAP), Pine Haven provides confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital and family difficulties, financial or legal troubles, and emotional distress. EAP also offers other work-life benefits, including referral services and information resources regarding childcare, education, adoption services, financial counseling, and legal services.

The EAP is available to all Pine Haven employees and anyone living in their households, offering problem assessment, short-term counseling, and referral to appropriate community and private services.

The EAP is strictly confidential and is designed to safeguard an employee's privacy and rights. Information given to the EAP counselor may be released to Pine Haven only if authorized by the employee in writing. All counselors are guided by a professional code of ethics.

When an employee's job performance or attendance is unsatisfactory or there appears to be signs of other problems during the work day, the Supervisor, in consultation with the Director of Human Resources, should counsel the employee with the goal of resolving the situation. If the employee appears to be unable or unwilling to correct the situation, the employee may be referred to the EAP to assist in the resolution of the problem. Depending on the situation, the employee may accept or refuse participation in the EAP. However, there may be situations where continued employment at Pine Haven Christian Communities is contingent upon the employee contacting the EAP for assistance.

Participation in EAP does not jeopardize job security or promotional opportunities. Further, it does not excuse the employee from following Pine Haven policies and procedures or meeting required standards for satisfactory job performance, except where specific accommodations are required by law.

**REMINDER:**

All contact between an employee and the EAP is strictly confidential. In cases where an employee's continued employment is contingent upon calling the EAP, the EAP counselor will only verify whether or not the employee has contacted the EAP and, if ongoing treatment is necessary, that the employee is following through on the treatment.

There is no cost for an employee to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will outline community and private services available. The counselor will also let employees know whether any costs associated with private services may be covered by their health insurance plan. Costs that are not covered are the responsibility of the employee.