

## **Employee Assistance Program**

### **POLICY AND PROCEDURES STATEMENT**

Shodair Children's Hospital has established an Employee Assistance Program (EAP) to provide professional, confidential assistance for any type of personal problem. The program is designed to encourage early employee awareness of such problems and to offer assistance at the earliest opportunity.

Employees are responsible for their performance and for taking constructive action to resolve any personal problem that affects their on-the-job behavior. The Employee Assistance Program provides a confidential, professional resource for assistance in resolving personal problems. Employees are encouraged to seek assistance through the EAP on their own.

This confidential program is administered by Magellan Healthcare, an independent consulting and service firm.

This program is provided at no cost to employees and covered family members. It includes up to eight counseling sessions via a local in-network counselor or in-network virtual video consultation. Coaching and online programs are available as well.

#### **I. ELIGIBILITY**

1. All full-time and regular part-time employees
2. Members of employee household
3. Benefit eligible dependents

#### **II. PROCEDURES**

1. Employees with a personal problem affecting job performance should receive the same careful consideration and offer of professional and confidential assistance that is presently extended to employees having health problems.
2. All records pertaining to the Employee Assistance Program kept by Magellan Healthcare will remain the property Magellan Healthcare. For self-referred individuals, Magellan Healthcare will not reveal any information that the individual discloses to those outside Magellan

Healthcare except in the following circumstances: (1) you consent in writing; (2) the law requires disclosure; or (3) it is believed that life or safety are threatened by failure to disclose.

3. Shodair Children's Hospital encourages employees with personal problems to take early advantage of the professional services provided through the Employee Assistance Program. Magellan Healthcare representatives are available to answer any questions about the Employee Assistance Program and the scope of available services.
4. Employees are responsible for deciding to seek assistance through or accept referral to the Employee Assistance Program.
5. Utilization of the EAP is on a voluntary basis even if referred by management.
6. The decision to seek or accept assistance through the Employee Assistance Program will not adversely affect an employee's job security or advancement opportunities. However, participation in the Employee Assistance Program in no way relieves the employee of the responsibility to meet acceptable work performance and attendance standards.
7. Time off and necessary treatment expense will be provided to eligible employees and dependents consistent with current policy and applicable benefits coverage.
8. The Employee Assistance Program is also available to family and household members of Shodair Children's Hospital employees because employee work performance and attendance can be affected by the problems of an employee's spouse and/or household members.

### **III. REFERRAL GUIDELINES**

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

- a) Self-referral;
- b) Supervisor recommendation;
- c) Management/Supervisor referral;
- d) Family member assistance.

#### **A. Self Referral**

1. An employee who desires confidential assistance for a personal problem should call 1-800-327-1393 and ask to speak to an Employee Assistance Representative.
2. The Employee Assistance Representative will either provide the necessary assistance on the telephone or will arrange for future confidential consultation in Magellan Healthcare's counseling office in the employee's community.
3. Any communication between the employee and the Magellan Healthcare Representative will be held in confidence as specified in section II, 2, of this policy statement.

B. Supervisor Recommendation

1. When an employee brings a personal problem to the attention of the supervisor, the supervisor should encourage the employee to use the EAP. The supervisor should explain to the employee how the program works and refer the employee to HR for more information.
2. If a supervisor is in doubt about the appropriateness of making an EAP referral, the supervisor should contact the Human Resources department for consultation. The following are among the circumstances in which a supervisor may make a referral to the Employee Assistance Program:
  - a) a request by an employee for assistance with a personal problem;
  - b) a particular on-the-job incident or observation by the supervisor which indicates the possible need for EAP assistance.

E. Family Member Assistance

1. An eligible family member who desires confidential assistance for a personal problem should call (insert customer 800#) and ask to speak to an Employee Assistance Representative.
2. The Employee Assistance Representative will either provide the necessary assistance on the telephone or will arrange for further confidential consultation in a Magellan Healthcare counseling office in the caller's community.

3. Any communication with the Magellan Healthcare Representative will be held in confidence as specified in section II, 2 of this policy statement.

Shodair's Administration reserves the right to amend or terminate any of these Programs.