

RAINBOW DISTRICT SCHOOL BOARD

POLICY & PROCEDURES MANUAL		P.5.17
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POLICY STATEMENT

P.5.17 EMPLOYEE ASSISTANCE PROGRAM

RAINBOW DISTRICT SCHOOL BOARD SUPPORTS THE EMPLOYEE ASSISTANCE PROGRAM IN PROVIDING AND ENCOURAGING THE USE OF A CONFIDENTIAL COUNSELLING SERVICE TO ASSIST EMPLOYEES AND THEIR FAMILIES TO RESOLVE PERSONAL PROBLEMS.

OPERATIONAL PROCEDURES

OP.5.17 EMPLOYEE ASSISTANCE PROGRAM

The employee assistance program (EAP) is designed to help employees and family members who are experiencing personal problems. These problems may or may not be affecting the employee's job performance.

Confidentiality is the keystone to the entire program. Employees and their family members who seek help through the EAP are assured of confidentiality.

Resolution of personal problems such as marital, family, substance abuse, etc., can promote employees' and their families' well-being.

1.0 How to Gain Access to the Program

- 1.1 Employees and/or their families who feel they have a problem are able to seek help by contacting our Service Provider directly. This contact could also be made if the employee or family member wishes, through any EAP Committee Member, the Program Co-ordinator or Supervisors.
- 1.2 Family is defined as anyone covered under the employee's medical benefit package.

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- 1.3 Any decision on the part of the employee or family member to seek help will be held in strictest confidence. Rainbow District School Board will receive absolutely no personal information from the Service Provider.
- 1.4 Our Service Provider can be reached on a 24 hours/day 7 days/week basis for emergencies. Counselling will be scheduled at a time that meets the needs of the parties involved.

2.0 Procedures to Ensure Confidentiality

- 2.1 All counselling will take place off-site at a time arranged between the Service Provider and the employee or family member.
- 2.2 No records will be kept or generated by Rainbow District School Board that will allow identification of anyone who has received or is receiving counselling through the EAP.
- 2.3 The Service Provider will maintain records for an appropriate time after counselling ceases (to be determined).
- 2.4 Reports given by the Service Provider are to be in a numerical format only. These reports will not, in any way, identify program participants.
- 2.5 Billing procedures will be such that the individual receiving counselling cannot be identified.

3.0 Role of the Employee and the Employee's Family

- 3.1 The Employee is responsible for acquainting him or herself with the program.
- 3.2 The Employee and the Employee's family are responsible to voluntarily seek assistance through the EAP, as necessary.

4.0 Role of Management

- 4.1 Management will support the EAP.

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- 4.2 Management will provide informational materials for all employees to become familiar with the EAP and their role in it.
- 4.3 Management will be directly involved in conducting and administering the program through representation on the EAP Committee.

5.0 Role of the Supervisor

- 5.1 The Supervisor will be knowledgeable of the EAP policies and procedures.
- 5.2 The Supervisor is not responsible for the diagnosis of personal problems and will not attempt it.
- 5.3 The Supervisor will maintain confidentiality.

6.0 Role of the Union(s)

- 6.1 The Union(s) will be directly involved in conducting and administering the program through representation on the EAP Committee.
- 6.2 The Union(s) will be knowledgeable of the EAP policies and procedures.
- 6.3 The Union(s) is not responsible for the diagnosis of personal problems and will not attempt it.
- 6.4 The Union(s) will maintain confidentiality.

7.0 Role of the Service Provider

- 7.1 The Service Provider will be readily available to take referrals and offer a general counselling service for employees and their families at an off-site location.
- 7.2 The Service Provider will ensure the confidentiality of employee information. Statistical reports to **Rainbow District School Board** will be in a numerical format that do not, in any way, identify program participants.
- 7.3 The Service Provider will undertake the primary responsibility for the assessment and/or treatment of troubled employees or their families and,

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where appropriate, refer the employee or their family member to other services. In case of referral, the Service Provider will provide follow-up service and track progress sufficiently to establish that the employee or their family member is being helped.

- 7.4 The Service Provider will be available for periodic consultation with the EAP Committee regarding services, planning, monitoring and evaluation of the program.
- 7.5 The Service Provider will be available to perform other duties which may be requested by the Committee to assure the successful functioning of the program.

8.0 Role of the Co-ordinator

The role of the Program Coordinator will be assumed by the Manager of Labour Relations.

- 8.1 The Program Co-ordinator will oversee the day-to-day administration of the program.
- 8.2 The Program Co-ordinator will provide liaison between the Service Provider and other relevant departments.
- 8.3 The Program Co-ordinator will maintain confidentiality.
- 8.4 The Program Co-ordinator will maintain a numerical record keeping system that does not, in any way, identify program participants.
- 8.5 The Program Co-ordinator will keep the EAP Committee informed as to the program status.
- 8.6 The Program Co-ordinator will ensure implementation of suitable training programs.
- 8.7 The Program Co-ordinator will monitor progress of Rainbow District School Board's EAP.

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9.0 Role of the EAP Committee

- 9.1 The Committee is responsible for drafting the policy and procedures and making recommendations to the Policy Committee of the Board.
- 9.2 The Committee is responsible for ensuring program confidentiality.
- 9.3 The Committee is responsible for defining the roles of all participants.
- 9.4 The Committee is responsible for program implementation.
- 9.5 The Committee will ensure proper training takes place for appropriate personnel.
- 9.6 The Committee will ensure continuous communication and promotion is provided to all employees and their families.
- 9.7 The Committee will meet at regular intervals.
- 9.8 The Committee will monitor the program for effectiveness, costs, etc. and recommend changes as necessary.
- 9.9 The Committee will maintain a basic knowledge of Rainbow District School Board's medical and social benefits and how they affect the EAP.
- 9.10 The Committee will ensure the program is evaluated every two years so needs are met.