The Florida State University Employee Assistance Program (FSU-EAP) Policy
(Revised 7/30/2009)

I. PHILOSOPHY

As an employer, The Florida State University is committed to maintaining and strengthening its most important resource - the employee. In support of this commitment, the University has initiated an Employee Assistance Program (EAP) dedicated to serving the needs of the University employees and their families.

The Florida State University is a state institution of higher education. Employees include Faculty, Professional staff, and Support Staff. All employees, and their dependents, shall be eligible for the services of the EAP, although ancillary programs developed within the EAP may be restricted to certain groups of employees.

The University Administration recognizes that many kinds of personal problems, which often affect job performance, productivity, or safety, can be resolved more readily if they are properly identified, diagnosed, and appropriately treated in a timely manner. Problems addressed under this program include, but are not limited to: marital, child, and family difficulties; persistent anxiety, stress, and other emotional problems; abuse of alcohol or other drugs; financial, legal, and other personal difficulties. The EAP will provide a confidential short-term intervention, assessment, and referral service for employees and their immediate family members. The EAP will also provide management consultation for the purpose of helping managers and supervisors manage their employees more effectively. This consultation shall include training and/or coaching in the area of Constructive Confrontation and other appropriate interventions. Other services to assist the employee and management may be offered as needed.

This philosophy reflects the Administration’s concern for the well-being of University employees as well as its dedication to the effective accomplishment of the University’s goals.

II. ORGANIZATIONAL MISSION AND VALUES:

A. Mission

The mission of the FSU Employee Assistance Program is to contribute to a healthier work environment by assisting individuals with personal problems and by consulting with supervisors on individual employee and group concerns. Services include: assessment of personal difficulties, short-term intervention, referral to community resources, development of a community resource base, consulting with supervisors when an employees' personal difficulties appear to be affecting job performance or when group dynamics are interfering with departmental performance, training in relevant areas, and providing alternative dispute resolution (mediation).
B. Values

1. Service
   The FSU-EAP staff shall be available to all eligible employees, and their dependents, seeking assistance with personal concerns.

2. Professionalism and Integrity
   The FSU-EAP staff shall practice the highest standards of personal conduct and professionalism through credentialing, licensure, certification, and continuing education.

3. Confidentiality
   When working with individual clients, the FSU-EAP shall maintain the strictest confidentiality, consistent with State and Federal laws and the ethical standards of appropriate professional credentialing agencies.

4. Seeking Non-Adversarial Solutions
   The EAP shall work with individuals to achieve non-adversarial solutions through mediation or other forms of alternative dispute management in an effort to minimize formal grievance proceedings and litigious courses of action.

5. Empowerment of Individuals and Organizations
   The FSU-EAP will strive to empower individuals and/or organizations through counseling, education, training, and enhancement of self-esteem as a means of helping them resolve their presenting difficulties.

6. Communication Enhancement
   The FSU-EAP will assist individuals and groups in developing enhanced communication skills as a means of effectively dealing with interpersonal conflicts.

III. ADVISORY FUNCTION

An EAP advisory committee shall be approved by the Senior Vice-President for Finance and Administration. The committee shall consist of no fewer than six (6) or more than twelve (12) persons representing a cross section of the University campus, and shall include representatives from the three major employee groups. Advisory committee selection should consider, but not be restricted by, gender, ethnic, and cultural diversity of the university. The committee members will normally serve for three years with no more than one third of the committee members being replaced in any one year. A committee member may be reappointed to the advisory committee for unlimited consecutive terms.

The advisory committee shall be responsible for providing input and guidance to the EAP Director, providing information about the EAP to their respective areas of the campus, and assisting as requested in the selection of outside vendors and evaluation of all components of the EAP. To do so, those who participate in the advisory process must be educated in the scope, purpose and operation of the EAP so that they are able to communicate this information effectively to others in the organization. The advisory process shall provide advice and suggestions regarding EAP goals and objectives, design, development, implementation, planning, operations and evaluation; utilization of EAP services; EAP confidentiality issues and limits of confidentiality; how to take into account the unique characteristics of the organization

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and its employees. The advisory process shall advocate for the allocation of sufficient resources to enable the EAP to meet its goals and objectives.

IV. PROGRAM OPERATIONS

A. Service Delivery Systems

1. The Florida State University EAP shall be an independent program reporting directly to the office of the Senior Vice-President for Finance and Administration.

2. The EAP office provides services on-site for employees in the Tallahassee area. Employees at other FSU campuses (Panama City, FSU College of Medicine in Orlando and Pensacola, Sarasota Ringling Museum employees) may obtain services from a local provider that is part of the EAP consortium or otherwise affiliated with FSU EAP. Campus office facilities shall be located in a professional office space separate from, but convenient to, the main pedestrian activity on campus.

3. Regular office hours should be maintained Monday-Friday. Employees and eligible family members desiring services may call the EAP office. During the hours the office is not open, voice mail will allow employees to leave a message, or to have a counselor paged. If there is an emergency in the Tallahassee area, employees may contact 911, the EAP office, and/or other referral options in the community.

4. Confidentiality will be observed to the full extent of the law.

B. Client Services

1. General information:

All employees, both faculty and staff, and their immediate family members shall be eligible for EAP services. Terminated employees and/or their dependent family members are not eligible for EAP services unless specifically requested by Human Resources or a University Administrator, or at the discretion of the EAP.

Services provided by the EAP staff shall be free to the employee and family member. Payment for any services received from providers other than the EAP is the responsibility of the individual receiving the services. The provisions of the employee’s insurance plan shall govern any reimbursement for services received.

Where participation in the EAP requires the employee to be absent from the work location, such leave shall be considered regular work time and not charged to the employee’s personal leave time. If the employee chooses to use work time to visit the EAP, he/she should follow those procedures normally used when leaving the work site. The EAP will provide verification of appointment if requested.

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2. Referral Types

**Self-referral:** Any employee or family member may contact the EAP office directly to make an appointment.

**Supervisory referral:** Appointments can be made by the employee’s supervisor when a work performance or work site problem exists. A supervisory referral is a strong recommendation that the employee utilizes all available means to correct his/her performance, but the final decision to use the services of the EAP in most cases remains with the employee.

**Mandatory Supervisory Referral:** Only in those situations involving substance abuse problems or where the safety of the individual or others is a concern shall referrals be mandatory. In the event of a mandatory supervisory referral, the employee will be asked to sign written consent for the EAP counselor to inform the supervisor about the employee’s compliance with the recommendations of the EAP counselor or refusal of such recommendations. At all times the confidentiality of client information shall be maintained in the highest standards as guided by professional ethics and state and federal laws. When employees who seek services under this program are released to return to work, the employee will be reinstated in accordance with FSU policy as defined in Human Resources policies.

**Employee Relations referrals:** Employees may be referred by the Employee Relations or other Human Resource representative. Such referrals are highly encouraged because these representatives may become aware of an employee’s problem prior to the point of a supervisory referral becoming necessary. The EAP may NOT be used to circumvent or delay disciplinary action. The Employee Relations representative making the referral should contact the EAP staff directly to initiate referral.

**Critical Incident Referral:** Critical incidents are those situations in which employees are subjected to trauma in the line of duty. In such situations, management shall notify the EAP staff immediately of the incident and give the employees’ names. It will then become the responsibility of the EAP to contact, inform, and counsel those affected employees. Issues that will be brought up include, but are not limited to the EAP services provided and signs and symptoms of post-incident trauma. The EAP staff will notify management of the contact and follow up verbally.

**III. SUPERVISOR CONSULTATION AND TRAINING**

**A. Supervisory Trainings**
Supervisory trainings shall occur at program inception and thereafter as requested by management or initiated by the EAP.

**B. Supervisory Referral Process**
See procedure manual for details.
IV. PROGRAM MANAGEMENT & ADMINISTRATIVE PROTOCOLS

A. EVALUATION

1. Client Information System

FSU – EAP shall utilize a computerized system to track client services. Initial intake forms, consent to treatment, releases of information, and any other data are stored in a secure location, which is triple locked to ensure confidentiality. Client records located in any computerized database should be password protected and encrypted to ensure confidentiality (only the computers physically within the EAP office offer potential access to the client database, with the use of a password controlled by the EAP).

Client records include information regarding problem identification, action planning, service consistency, continuity of care, and program evaluation. As per Florida law, FSU –EAP should maintain records for at least 7 years. After that time, paper records shall be destroyed, and information on computer shall be deleted.

Quality of services offered to EAP clients shall be tracked on a regular basis through email or U.S. mail. See procedure manual for details.

2. Organizational Information System

EAP staff performance evaluations shall be completed annually by the Director.

3. Consultation to managers/stewards

Quality of management consultations will be tracked by follow-up with management throughout the coaching and/or referral process.

4. Overall program quality

5. Overall program quality will be evaluated annually by the Director and Advisory committee. This assessment process shall be continuous so that program design evolves to meet changing needs.

B. PROGRAM LINKAGES

1. Internal arrangements with other company programs/processes

a. Human Resources, specifically the Employee Relations department, operates as a separate entity from, yet a valuable resource to, the EAP. EAP professionals work closely with the employees in this department, yet respect and maintain client confidentiality through the usage of releases of information and by providing clear communication to the employee about the limitations of confidentiality.

b. Police Department – In the case of a crisis that requires the need for a law enforcement officer, FSU-EAP elicits the services of the FSU-PD for on-campus services and local Law Enforcement agencies for off-campus concerns.
c. **Collective Bargaining:** The EAP staff shall seek to work closely with all collective bargaining organizations on campus and encourage referrals by the union leadership as a means of assisting their employees.

2. **External Arrangements with necessary Community Resources**

The EAP’s primary role is one of assessment/referral and serving as a consultant to the supervisor. Assessments are normally conducted by the EAP staff during one or more personal interviews. During the assessment interview, the EAP counselor will gather appropriate demographic, social, psychological, substance use, medical and work history from the individual. Based on the results of the assessment interview(s), the EAP counselor may make a recommendation for additional evaluations and/or services provided by professionals in the community. The decision to accept the recommendations of the EAP counselor remains with the individual.

The EAP office shall develop and maintain an index of community resources. Where possible, an EAP staff member shall conduct an in-person interview with the provider to evaluate the range of, and charges for, services rendered.

3. **ADDITIONAL SERVICES:**

FSU –EAP shall strive to be proactive in identifying and responding to emerging needs. Services to meet these needs may be incorporated into the EAP provided such services do not reduce the effectiveness or perceived neutrality of the EA professional and program. The EA professional may assist in the design and location of services for which a need has been identified but which are better housed outside of the EAP.

When considering the addition of any new services, the EAP Director shall utilize the EAP advisory committee, EAP staff, and organization leadership to analyze and attempt to predict the impact that the new role will have on both supervisory and self referrals, employee perception of the EA professional and/or program, and the resources of the EAP. Each entity will provide input in determining that the new services are consistent with and will not damage the core EAP functions, goals, and objectives.

4. **Contracting for External Services**

The Director may contract with external consultants and/or providers for delivery of services as deemed appropriate for the successful operation of the EAP. All vendors shall be well-versed in EAP operations and shall be evaluated annually by the EAP Director or his/her designated representative.

C. **Reports of EAP Operations**

The Senior Vice-President for Finance and Administration shall be provided with statistical reports reflecting the activities of the EAP. The report shall not include any information that will compromise the confidentiality of any individual using the services of the EAP. All reports shall contain only summary demographic information.