EMPLOYEE ASSISTANCE PROGRAM

SPONSORED BY CATHOLIC HUMAN SERVICES

We all experience times when we need a little help managing our lives. It is a program that offers support, guidance and resources for you and your family that will help you find a good work life balance.

|  |  |
| --- | --- |
| SERVICE FEATURE | SERVICE OVERVIEW |
| Face to Face sessions (individual, couple, family). Assessment, short-term problemResolution counseling. | Up to 3 sessions of assessment, consultation and referral per presenting issue. 6 sessions available for additional costs. |
| Referral Services | Clinical referrals; outpatient, intensive outpatient, partial hospitalization, inpatient treatment. Community Resource Referrals |
| Conflict Resolution Services (individual and group) | Work toward the short-term goal of resolving the conflict and the long term goal of how to manage future conflict in positive ways. |
| Mediation Services | Voluntary dispute resolution process in which the EAP assists the disputants. |
| Critical Incident Stress Debriefing | Provides services to employees who were involved in or who witnessed a critical incident. |
| Corrective Action/Job Jeopardy | Provides services to employees and management to clarify expectations, and work with the employee and manager to successfully resolve the workplace issue(s). |
| Education Classes (individual and group) | Provides general education programs for common workplace issues. |
| Organizational Liaison | Provides support with CISM due to trauma in the workplace, reorganization, downsizing or mergers, and leadership support. |
| EAP Quarterly Newsletter | Provides tools and insight to help employees be successful in the workplace. |
| EAP Quarterly Utilization Report | Provides utilization report of activity |
| EAP Confidentiality | Appointments are conducted with complete client confidentiality and highest level of respect. |

SAP/DOT Services: This is a separate service from the Employee Assistance Program. There is no extra cost to the employer. There is a charge for the employee as set down by the Federal Guidelines and Department of Transportation (DOT) regulation. This program is for employees who test positive for alcohol and drugs. The role of the SAP is to protect the public, provide a clinical assessment and referral to the level of assistance the employee needs to resolve problems associated with alcohol use or prohibited drug use. SAP’s provide develop and follow up testing plan for the employee returning to work, following successful compliance with the SAP program and treatment recommendations.