

# EAP Policy



## Purpose of this document

Dublin Institute of Technology (DIT) values all employees and is committed to assisting employees maintain a positive sense of wellbeing. DIT recognise the need to provide adequate supports for employees experiencing personal problems or work related difficulties. The provision of an Employee Assistance Programme (EAP) will help with the early intervention and referral of employees who experience issues that are affecting their personal lives or work performance. This document establishes the policy of DIT's Employee Assistance Programme (EAP).

## Purpose of the EAP

The intention of the EAP is to provide DIT employees and their family members with a confidential counselling and information service for dealing with emotional, legal, financial or other issues that may impact on performance, productivity or safety. The EAP is designed to encourage and support employees experiencing personal or work related difficulties to seek help.

The benefits derived from the EAP reflect DIT's continued commitment to the safety and well-being of DIT employees and their families.

## What is an EAP?

An EAP is a work-site based programme designed to assist: 1. Work organisations in addressing productivity issues and 2. "Employee Clients" in identifying and resolving personal concerns, including, but not limited to, health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance (EAP Standards and Professional Guidelines, 2003).

It is recognised that early intervention and referral by management, employees, families or employee representatives are necessary to the success of all aspects of an EAP.

## Eligibility

The EAP is available for all DIT employees and their dependant family members. It is also available to retired or redundant members of staff for up to and including three months after the end of their employment.

## Confidentiality

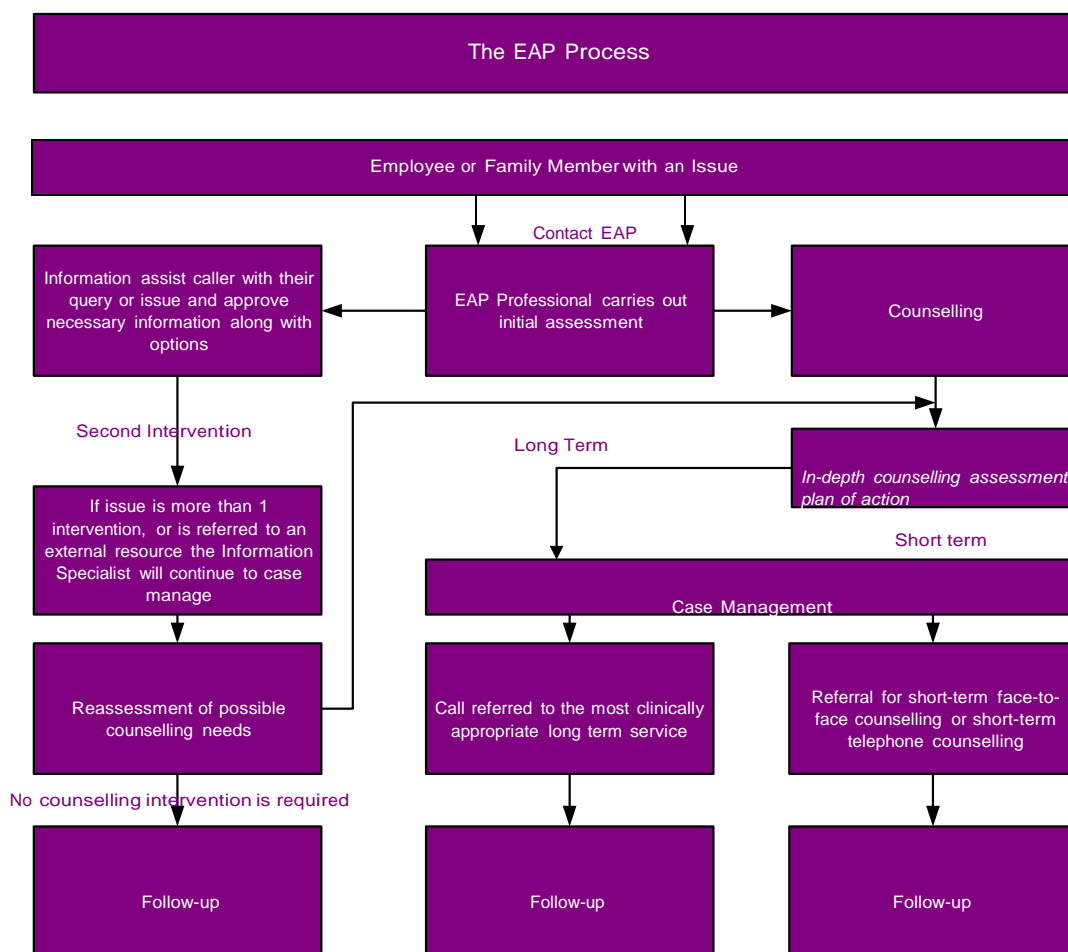
Confidentiality is the foundation of the EAP service. The EAP is bound by strict professional standards regarding the confidentiality and the disclosure of details of individuals who have contacted them. In line with the codes of practice outlined by the Irish Association of Counselling and Psychotherapy (IACP or other relevant clinical bodies), an individuals' contact with the EAP team remains confidential. The individual chooses what information they share, and no details will be given to anyone unless they instruct the EAP to do so. The only exceptions are:

- Where there is a risk to someone's life, an employees safety or the safety of others
- Where required by law

## Referral

Use of the Employee Assistance Programme will be voluntary

The referral process can be summarised as follows:



## Self Referral

A self-referral occurs when an employee who wishes to discuss an issue contacts the EAP directly through the free phone number without any intervention from other sources (i.e. management, supervisors, and employee representatives, etc.).

## Management Referral

It is the responsibility of management to oversee the performance of their employees. While an employee may voluntarily self-refer and make contact with the EAP, management may also recommend and/or refer employees to the EAP at any time. In order to arrange a management referral, the manager should contact HR and discuss the issue with HR. Following this HR will complete a Management Referral Form in conjunction with the dedicated EAP Consultant, which must be signed by both the manager and the employee. If there is a need for feedback to HR, the employee must complete a consent form.

The initial presentation and recommendations for treatment is the sole responsibility of the EAP team.

The acceptance or refusal to engage with the EAP should not result in disciplinary action for the employee.

Appointments with a counsellor are available outside of work hours.

## Employee Representative Recommendations

There may be circumstances where employees and their family members could benefit from the EAP and they may be encouraged to use the EAP by their recognised employee representative. Such recommendations are encouraged because recognised representatives may become aware of a problem prior to the point where a management referral becomes necessary.

In such instances, the employee will refer themselves to the EAP service similar to the self-referral process outlined above.

## Critical Incident Referral

Critical incidents are situations in which employees are subjected to a traumatic event in the course of their work (e.g. a robbery; an accident in the workplace or the death of a colleague). In such events, management can notify the EAP team immediately and a response plan can be coordinated and implemented. Employees also have the option to make direct contact with the EAP team for individual support following a traumatic experience.

## Disciplinary-related Referrals

When an employee is showing signs of deteriorating job performance, poor attendance/ time-keeping, or inappropriate or unacceptable behaviour, management will follow the standard disciplinary procedure. In conjunction with this procedure, if it is thought to be appropriate, management may inform the employee of the function and benefits of the EAP and offer to make a referral. If the employee is willing to engage with the EAP, HR will then complete a Management Referral Form, which must be signed by both the manager and the employee. The manager will then fax it to the EAP provider, who will contact the employee within 24 hours and conduct the initial assessment. The EAP may then arrange for the first appointment to be made for the employee at a suitable time. If the referral necessitates feedback for HR, the employee must provide written consent by completing a consent form.