EMPLOYEE ASSISTANCE PROGRAM (EAP)

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Effective Date: October 1, 2017
Last Revision: Initial

Bossier Parish Community College (BPCC) recognizes that the on-going existence of personal and work related problems creates additional and often, unnecessary expenses to the organization in the form of reduced morale, productivity, efficiency, increased absenteeism, turnover, accidents, and benefit costs. The early identification of personal and work-related concerns and a reasonable effort to assist in the resolution of such difficulties benefits BPCC by countering and reversing the effects of such difficulties.

As such, BPCC has elected to provide an Employee Assistance Program (EAP) covering employees and immediate family members as detailed by the program materials. BPCC has contracted with a professional EAP practitioner to implement, administer, and maintain the Employee Assistance Program. The EAP is intended to complement, not replace, any existing personnel policies and procedures.

The EAP has been implemented to encourage covered employees and their families to seek professional counseling service and to help reduce the social stigmas that often prevent employees from seeking counseling assistance.

The EAP is provided to assist in the prevention and intervention of personal difficulties resulting in an improved quality of life for employees and increase productivity for BPCC. The EAP strives to set the standard for excellence by offering employee assistance and human resource services, to help BPCC and its employees achieve peak workplace performance and productivity, including:

- Counseling and Work Life Services: Addresses the personal and professional stressors of employees and their family, in order to strengthen overall workplace performance and increase workplace productivity.

- Training: Provides resources to both employees and supervisors in order to improve and increase workplace productivity.

- Wellness: Nurtures the wellbeing of employees to increase health, workplace performance and morale.

Procedure:

The EAP is available to employees and their immediate family members who reside in the same household, twenty-four hours a day, seven days a week through a toll-free telephone number. Confidentiality is assured except as prescribed by State and Federal Laws involving child abuse, elder abuse, abuse of the disabled, and threats of harm to self, or unless the employee signs a release of information authorizing specific information to be released. The EAP is intended to promote early identification and intervention to guide and assist employees in the resolution of personal difficulties that affect job performance. The EAP is not intended to replace behavioral health insurance and does not provide treatment services.

Voluntary Referral:

Any covered employee who wants help is encouraged to contact the program on an independent, voluntary basis. Any appointments made must be scheduled on the employee's time off, unless alternative arrangements can be made.

Administrative Referral:

Situations may occur which require a supervisor to seek assistance in addressing unacceptable job performance, and to help employees recognize personal difficulties. Managers and supervisors may administratively refer employees to the EAP program when job performance has reached the level of disciplinary action. The employee may be asked to accept a referral to the program when disciplinary action is taken, or if appropriate, in lieu of the disciplinary action. The employee cannot be forced to accept a referral to the EAP and cannot be disciplined for not accepting the referral. Disciplinary action, up to and including termination, should only be administered for unacceptable job performance.

Responsibility:

BPCC will designate an individual to act as the Employee Assistance Program Coordinator. The Coordinator is responsible for organizing and facilitating all program activities with the EAP contractor, including training activities, distribution of materials and the evaluation of program performance.