

Employee Assistance Program

Reviewed: May 2008

POLICY STATEMENT:

Fowler and Hammer, Inc. has entered into an agreement with the Gundersen Lutheran Medical Center and Franciscan Skemp Healthcare to provide employees and their immediate family members with the benefits of an Employee Assistance Program/Employee Assistance Center (EAP/EAC). The EAP/EAC will provide confidential assessment, short-term counseling, and referral services at no cost to the employee or their family. The goal of this benefit is to provide employees and their immediate family members with a resource through which they can address personal or work-related issues. These concerns may include marital problems, depression, parenting issues, or drug and alcohol concerns to name a few. Fowler and Hammer, Inc. recognizes that such problems may negatively affect work performance. Therefore, it recognizes that the EAP/EAC is in the best interest of all involved: employee, family and Fowler and Hammer, Inc.

PROCEDURE:

Fowler and Hammer, Inc. will provide its employees and their immediate family members with the services of an Employee Assistance Program/Employee Assistance Center, as contracted through Gundersen Lutheran Medical Center and Franciscan Skemp Healthcare. This program will provide confidential assessment, short-term counseling, and referral services for employees and their immediate family members. Fowler and Hammer, Inc. realizes that all employees experience personal problems in their lives. In most cases, they are able to work these problems out themselves. However, there are times when personal problems become complex and can affect personal health, family harmony, life satisfaction, and job performance. These problems may then be resolved through professional help. Use of the EAP/EAC is voluntary and occurs off-site at Gundersen Lutheran's EAP/EAC offices or one of its satellite EAP/EAC offices or Franciscan Skemp's Employee Assistance Center. For those employees who wish to pursue counseling services beyond the number of free EAP/EAC sessions provided by Fowler & Hammer, Inc., the EAP/EAC counselor will facilitate a referral. The counselor can assist the employee in determining whether their health insurance benefits will cover ongoing services.

Fowler and Hammer, Inc. encourages the use of EAP/EAC through **informal referral** (also known as self-referral) by employees or their family members. Each employee will receive information on how they can contact EAP/EAC should they wish to refer themselves.

Supervisors may also refer an employee to EAP/EAC through the **formal referral** process, when an employee experiences work performance problems. The decision to

accept a formal referral to EAP/EAC rests with the employee, due to the voluntary nature of the program.

A formal referral to EAP/EAC in no way replaces the standard disciplinary policies of Fowler and Hammer, Inc. Rather, the formal referral serves as an additional avenue through which employees can address problems which may adversely affect work performance. An employee's job security or future career advancement will not be jeopardized as a result of their participation in the Employee Assistance Program.

GENERAL PROVISIONS:

All employees of Fowler and Hammer, Inc. and their immediate family members are eligible for a limited number of free EAP/EAC sessions. Fowler and Hammer, Inc. incurs the cost for the EAP/EAC benefit. Any ongoing counseling or other services pursued by the employee will be his-her responsibility. In many instances, private health insurance provides some coverage for additional help.

Appointments with an EAP/EAC counselor can be scheduled by contacting the GLMC EAP/EAC office at 608-775-4780 or 1-800-327-9991. You can also contact the Franciscan Skemp Healthcare EAC office at 608-392-9530 or 1-800-493-3960. Daytime and evening appointments are available. All efforts will be made to see clients within a 24-72 hour period. The EAP/EAC has 24-hour telephone coverage, as well as the ability to intervene with crisis situations at any hour.

The Employee Assistance Program is a confidential service. No information about a client will be shared without a signed consent form. Federal and/or State regulations do not protect from disclosure of information related to suspected child abuse and neglect, situations deemed potentially life threatening, or commission of a crime against property or personnel.

When an employee is experiencing work performance problems, the supervisor, following established procedure, should work with the employee in an effort to reestablish accepted levels of performance. If it appears that the substandard performance is or may be due to problems or impairment, the supervisor may formally refer the employee to EAP/EAC as part of a performance improvement plan. In a formal referral, the supervisor will discuss the referral with the employee and notify EAP/EAC that a referral has been made. The referral to EAP/EAC in no way lessens the expectation that work performance be improved.

It is appropriate and encouraged for a supervisor to consult with an EAP/EAC counselor regarding employee concerns. The EAP/EAC counselor maintains a position of neutrality regarding workplace conflict.