

## 5.35 Employee Assistance Program

**Last Revised:** November 2021

**Policy:** Piedmont Community College (PCC) recognizes that a wide range of behavioral/health problems can affect an employee's job performance and quality of life. The College provides an Employee Assistance Program (EAP) to all employees and immediate family members through the Employee Assistance Network to assist in resolving issues.

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### **Purpose/Definitions:**

#### **Purpose**

The purpose of this policy is to offer confidential assistance to employees and their family members in resolving behavioral/health problems and accelerating referrals for diagnosis and treatment, including, but not limited to, family problems, marital difficulties, financial trouble, stress, substance abuse or addiction, depression, legal, financial, and other problems.

#### **Definitions**

**Business Health Services (BHS)**—the company name of the College's employee assistance program.

**Employee Assistance Program (EAP)**—a program designed to help the employee overcome a problem, and in cases where job performance is impacted, to improve performance to an acceptable level. By identifying the problem at the earliest possible stage, the program is designed to motivate the employee to seek help, and to direct the employee to an appropriate assistance provider.

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**Approval Authority/Monitoring Authority:** Piedmont Community College's Board of Trustees has approval authority for this policy. The Vice President, Administrative Services/CFO has monitoring authority for this policy.

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### **Procedure:**

Section 1: Referral Process

1.1. Self-Referral

1.1.1. Employees are encouraged to seek the assistance of the EAP voluntarily when they need professional help or guidance.

1.1.1.1. The EAP is also available to employees' immediate family members.

1.1.2. Employees may contact BHS by calling (800) 326-3864 or (800) 327-2251 to speak to a counselor or set an appointment to meet with a counselor.

1.1.2.1. Services are also available online at [www.bhsonline.com](http://www.bhsonline.com). The Username is PCC and no password is required.

1.1.2.2. Strict confidentiality is essential and will be maintained.

1.1.3. Information and records of behavioral/health problems will be preserved by BHS in the same manner as all other medical records.

1.1.4. There is no cost to PCC employees and dependent family members for the initial evaluation, counseling and referral services offered by the EAP.

## 1.2. Supervisor Recommendation

1.2.1. A supervisor may recommend participation in the EAP in cases where the employee is dealing with a personal or job-related issue that has the potential to negatively impact performance.

1.2.2. It is recognized that, in some cases, the efforts of the supervisor may not have the desired effect on resolving the employee's problems, and unsatisfactory performance may persist over a period of time.

1.2.2.1. In such cases, a mandatory referral may be made (if the employee has not already been working with the EAP) and/or the disciplinary process may be followed, depending upon the severity of the performance/behavioral issue.

## 1.3. Mandatory Referral

1.3.1. When a director/supervisor, in consultation with the Office of Human Resources and Organizational Development (HROD), identifies a significant performance or behavioral problem or a policy violation, a mandatory referral may be made.

1.3.1.1. In such a situation, improvement of performance or behavior is required regardless of participation in the follow-up session(s) recommended by the EAP.

- 1.3.2. In the case of a mandatory referral, the Director, HROD will call and make an appointment during the employee's work hours for the employee to attend a session(s) with the EAP.
- 1.3.3. The Director, HROD, in consultation with the supervisor, will supply the EAP with a list of the problem behaviors and goals to be addressed during the session(s) with the EAP.
  - 1.3.3.1. It is the employee's responsibility to cooperate in the designated treatment or rehabilitation plan.
- 1.3.4. The EAP will report to the Director, HROD when a mandatorily referred employee attends their session.
- 1.3.5. After a reasonable opportunity for progress, discipline (up to and including job dismissal) may occur in the absence of noticeable improvement. (See PCC Policy 5.19 Employee Disciplinary Policy.)

#### 1.4. Employee Discipline

- 1.4.1. Depending upon the severity of the performance/behavioral issue and its effect on the PCC workplace, the disciplinary process may be followed at any point.
- 1.4.2. Implementation of this policy will not require, or result in, any special regulations, privileges, or exemptions from the standard administrative practices applicable to job performance.

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**Legal Citation:** N/A

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**History:** Effective February 2012; Revised November 2021—Cross-references PCC Policy 5.19 Employee Disciplinary Policy