

BALD EAGLE AREA SCHOOL DISTRICT

SECTION: EMPLOYEES

TITLE: EMPLOYEE ASSISTANCE PROGRAM

ADOPTED: September 8, 2022

REVISED:

	352. EMPLOYEE ASSISTANCE PROGRAM
1. Purpose	The Bald Eagle Area School District is concerned with the health and well-being of its employees and the impact non-work and work-related problems may have on an employee's job performance.
2. Policy	<p>The Employee Assistance Program (EAP) provides confidential professional support, consultation, motivation, short-term counseling, and/or referral to appropriate resources for assistance, including health plan networks and community or public providers, for staff members who have personal problems that are affecting or may affect job performance.</p> <p>The EAP is designed to reduce medical claims and productivity costs of personal problems to the district through assessments, treatment planning, and use of provider expertise at the appropriate level of care. It provides direct support, guidance and consultation to supervisors when they are confronted with difficult employee situations, patterns of poor performance and/or unusual behavior of any employee at any level of the organization. EAP Service Access</p> <p>Employees may obtain assistance through the EAP in one of the following ways:</p> <p><u>I. Self-Referral</u></p> <p>Early resolution of personal problems is in the best interest of the individual and Bald Eagle Area School District. Employees are encouraged to seek assistance on their own initiative before personal problems begin to affect their work. Key elements include:</p> <ul style="list-style-type: none"> • Only EAP staff has access to EAP records. • Confidentiality is guaranteed within the limits of the law. • Information is not divulged without the written consent of the employee. • Utilizing the EAP does not jeopardize an employee's job or promotional opportunities. <p><u>II. Non-performance Based Supervisory Recommendation</u></p> <p>This may be used by a supervisor when an employee displays personal difficulties</p>

	<p>and when job performance has not yet been affected.</p> <p>Key elements include:</p> <ul style="list-style-type: none"> • A caring gesture for a staff member who comes to the supervisor confidentially. • The supervisor sees signs of a personal problem. • No performance problem exists. • The supervisor gives an EAP brochure, card or phone number. • EAP use is voluntary on the part of the employee. • Service is confidential – the supervisor will hear nothing from the EAP. <p><u>III. Performance-based Supervisor Referral</u></p> <p>Supervisors are responsible for managing performance and correcting deteriorating or unsatisfactory job performance. The supervisor will consult with the superintendent or his/her designee. The EAP is available to support effective performance management and to assist the employee in meeting performance requirements by dealing with issues impacting performance. Job performance referrals made by the supervisor to the EAP fall into two categories:</p> <p>A. Discretionary Referral</p> <p>The referral is driven by a pattern of performance decline, which has not improved with normal intervention.</p> <p>Key elements include:</p> <ul style="list-style-type: none"> • The supervisor recommends this referral to the employee when a pattern of deteriorating job performance is present, in the early stages of intervention. • EAP use is voluntary on the part of the employee. The goal is to improve job performance by offering the EAP as a resource. • A formal referral is triggered by a supervisor's call to the EAP. The EAP counselor guides the supervisor through the process involving (a) getting job performance information and other relevant data and (b) establishing a time frame within which the employee is expected to call for an appointment. • The EAP will notify the supervisor if the employee does not make an appointment or keep an established appointment. • All other information remains confidential. At the request of either the employee or school district, the EAP will be asked to procure employee authorization by written release prior to providing information to the school district. <p>Early in the process, the EAP counselor will reinforce the supervisor's observations concerning the work performance and focus on establishing a plan of action to remedy the concerns.</p> <p>The supervisor continues to monitor performance and to base corrective action on</p>
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	<p>job performance whether or not the employee chooses to use the EAP or to cooperate with a plan of action.</p> <p>B. Mandatory Referral</p> <p>A mandatory referral is used after a serious incident or when there is evidence of a problem affecting safety and/or job performance, including, but not limited to threats to the safety of the employee, threats to other employees or threats to the safety of the workplace related to the employee's behavior, conduct, actions, verbal threats or other inappropriate behavior.</p> <p>Key elements of the mandatory referral include:</p> <p>The supervisor must contact the superintendent or his/her designee to discuss his/her observations</p> <ul style="list-style-type: none">• The supervisor must contact the EAP to begin the process. The supervisor will provide all relevant information concerning the current incident triggering the referral, the current status of the employee, next steps as identified by the superintendent or designee and the time frame within which the employee is required to call the EAP for the appointment.• The EAP will coach the supervisor through the process.• The referral requires the employee to visit the EAP and follow its recommendations. Failure to do so may carry consequences established by the supervisor and superintendent or designee.• The EAP shall notify the supervisor if the employee does not make or keep the appointment.• All other information remains confidential. At the request of either the employee or school district, the EAP will be asked to procure employee authorization by written release prior to providing information to the school district.• The supervisor will continue to monitor performance if employee remains on the job, and will do so as well if/when the employee returns to the job if off work due to the incident triggering the mandatory referral.
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