

PROCEDURES MEMORANDUM

TO: MCC Staff

FROM: Office of the President

SUBJECT: Employee Assistance Program (EAP)

DATE: July 18, 2014

PURPOSE: To provide employees and their immediate families a confidential short-term counseling service to help overcome personal problems that may have an impact on work performance such as substance abuse, grief issues, marital stress, legal problems, financial troubles, and psychological and emotional difficulties.

SCOPE: This procedure applies to all full-time and part-time regular exempt and non-exempt employees whose employment relationship is defined in Board Policies and to their immediate families.

1. General Principles

- A. An employee or a member of an employee's immediate family who desires confidential assistance for a personal problem may call the Best Care Employee Assistance Program (EAP), phone number 402-354-8000 or 800-666-8606 to arrange for a private and confidential appointment with an EAP counselor. If there is no answer, call 402-354-2710.
- B. The EAP counselor will either provide the necessary assistance on the telephone or will arrange to see the individual for further confidential consultation.
- C. All communication between the employee and the EAP counselor will be held in strict confidence.
- D. Participation in the program will not jeopardize an employee's job security, promotional opportunities, or reputation.

2. Procedures

- A. Supervisory personnel must be continually alert to changes in the work or behavioral patterns of employees and should document instances when performance or behavior fails to meet minimum established standards. However, attempts to distinguish or diagnose causes of problems should be avoided.

- B. Employees who have a problem which they believe may affect work performance are encouraged to voluntarily seek counseling and information on a confidential basis by contacting the Best Care Employee Assistance Program.
- C. Supervisory staff may refer employees to the EAP when it is believed that personal problems may be causing deterioration in performance. Contact the Human Resources Office for information about supervisor-initiated referrals.
- D. All records and discussions of personal problems will be handled in a confidential manner and records associated with the EAP will be maintained in strict confidence.
- E. There is no charge for the initial assessment. If costs are incurred for rehabilitation services not covered by insurance or other benefits, that cost will be the responsibility of the employee.

3. Employee Assistance Program Brochure

Brochures providing information regarding the Employee Assistance Program may be obtained from the Human Resources Office.

Adopted: 9-15-92; Revised: 1/1/01; 11/30/01; 11/16/04; Reviewed but no changes 3/4/08; 7/18/14