



RUTGERS POLICY

Section: 60.9.1

Section Title: Legacy UMDNJ policies associated with Human Resources

Policy Name: Employee Assistance Program

Formerly Book: 00-01-30-45:05

Approval Authority: Senior Vice President for Administration

Responsible Executive: Senior Vice President for Administration

Responsible Office: University Human Resources

Originally Issued: 12/15/1998

Revisions: 1/12/2010; 7/1/2013; 2/6/2014

Errors or changes? Contact: policies@hr.rutgers.edu

- 1. Policy Statement**
The policy covers Rutgers University employees who are employed within legacy UMDNJ positions.
- 2. Reason for the Policy**
To provide guidelines to assist legacy UMDNJ departments/units.
- 3. Who Should Read This Policy**
All Rutgers employees who are employed in legacy UMDNJ positions.
- 4. Related Documents**
None.
- 5. Contacts**
University Human Resources: 848-932-3020
- 6. Policy**

60.9.1 EMPLOYEE ASSISTANCE PROGRAM

BACKGROUND

There may be times when an employee's job performance may become affected by marital or family distress, substance abuse, legal problems or other concerns which can be treated successfully, particularly when identified early. Early identification, treatment and resolution serve to minimize human costs and the potential of difficulty with job performance. It is within this context that the Legacy UMDNJ Employee Assistance Program (EAP) was developed.

A. Requirements:

1. The University encourages staff members and members of their household to utilize the professional counseling services available through the Legacy UMDNJ Employee Assistance Program when facing personal difficulties. In addition, supervisors should be aware of the resources of the Legacy UMDNJ Employee Assistance Program as an integral part of managing employees with performance issues, when such performance is related to personal difficulties.
2. Use of the Legacy UMDNJ Employee Assistance Program does not in any way alter management's responsibility or authority as an employer.
3. Participation in the Legacy UMDNJ Employee Assistance Program will not in any way jeopardize future employment or career advancement; participation will not, however, immune the staff member from potential disciplinary action for continuous substandard job performance or rule infractions.

B. Confidentiality:

1. All information shared with the Legacy UMDNJ Employee Assistance counselor is strictly confidential.
2. No records of staff member participation, nor the content of the discussions between the EAP and staff member are to be maintained in medical or personnel records.
3. No release of information is made to anyone without specific written consent of the staff member concerned, except where required by law.
4. All information regarding a staff member or his/her family member's participation in the Legacy UMDNJ Employee Assistance Program is part of the clinical record maintained by University Behavioral HealthCare and is subject to HIPAA, state and federal confidentiality laws and other regulations governing such medical records.

C. Sessions:

1. Appointments with the Legacy UMDNJ Employee Assistance Program should be scheduled during non work hours. Or, in the alternative, accrued time shall be used for such appointments made during work hours.
2. Each staff member and his/her family member are entitled up to three (3) free, confidential consultation sessions, per event. The EAP is staffed by experienced professionals who are prepared to help with any type of behavioral health problem. If the concern is outside the counselor's area of expertise, or if there is a need for longer term treatment, the counselor will (with the client's consent) make a referral for appropriate services.

D. Referral Procedures:

1. Self Referrals
 - a. The staff member or his/her family member may request an assessment/evaluation by contacting the University Behavioral HealthCare through confidential contact numbers (see attached EXHIBIT).
 - b. An appointment will be scheduled within three days, where mutual schedules permit. Emergencies will be seen immediately.

- c. Following the initial assessment, referral for treatment or service will be made to appropriate providers in the community as deemed appropriate. Referrals will be based on clinical need, geographical convenience and health plan considerations.
- d. At no time will the names of staff members or their family members be revealed or acknowledged to the University without their written consent.

2. Supervisor Referrals

- a. Supervisors and management personnel are responsible for observing job performance and, when appropriate, referring the staff member to the program based upon decline or difficulties in job performance. For guidelines, please review the Employees with Impairments Policy 60.9.55. A referral form can be obtained from the Legacy UMDNJ Employee Assistance Program.
- b. The decision to seek and/or accept help is entirely the responsibility of the employee. No attempt will be made to force or require employees to use the EAP. Whether help is sought or not, each employee will continue to be judged on the basis of his/her job performance. No special advantages or disadvantages will accrue because an employee participated in this program. This policy does not constitute a waiver of management responsibility to maintain appropriate performance standards or to take disciplinary action when necessary. Nor does this policy constitute a waiver of any employee rights under law or the Collective Bargaining Agreements.
- c. The supervisor will be requested to provide the Legacy UMDNJ Employee Assistance Program with written documentation specifying the staff member's job difficulties; action taken thus far; and consequences of failure to correct performance problems.
- d. All information shared with the Employee Assistance counselor is strictly confidential.
- e. The content of all sessions is confidential and will not be released to management or other individuals without the specific written consent of the employee.

EXHIBIT

**Legacy UMDNJ Employee Assistance Program
Confidential Contact Numbers**

Newark	973-972-5429	8:30 am to 5 pm
Piscataway/New Brunswick	732-235-5930	8:30 am to 5 pm
Stratford	856-770-5750	9 am to 5 pm
24 hour Emergency Crisis Center – 1-800-327-3678		