



ADMINISTRATIVE PROCEDURE	
<i>Approval Date</i> January 2012	<i>Replacing</i> All previous procedures
<i>Review Date</i> 2017	<i>Page</i> 1 of 2
<i>Contact Person/Department</i> Human Resources Administrator	<i>Identification</i> HR-4006

EMPLOYEE ASSISTANCE PROGRAM

1.0 PURPOSE

Trillium Lakelands District School Board believes in the importance of supporting the physical, mental and social health, well-being and productivity of employees in the workplace by providing confidential and accessible services to eligible individual employees and their dependents through an Employee Assistance Program.

2.0 REFERENCES/RELATED DOCUMENTS

- 2.1 Union/Federation Collective Agreements, Employee Terms of Employment and Personal Services Contracts
- 2.2 Employee Assistance Program Policy HR-4500.
- 2.3 Attendance Support Procedure HR-4051.

3.0 TERMS AND DEFINITIONS

- 3.1 EAP – Employee Assistance Program.
- 3.2 Crisis Situations – a traumatic event that produces a strong emotional reaction that could affect one’s ability to cope.
- 3.3 Dependent – as defined in the eligible employee’s benefit program, but generally includes only the immediate family.
- 3.4 EAP Coordinator – the Senior Manager of Human Resources is designated to manage and coordinate the EAP.

4.0 ADMINISTRATIVE PROCEDURE

- 4.1 Consistent with Board Policy HR-4005, there shall be an Employee Assistance Program Committee (EAP Committee), comprised as follows:
 - one representative from ETFO-TLETL;
 - one representative from OSSTF;
 - one representative from CUPE;
 - one representative from Middle Management;
 - the Senior Manager of Human Resources.

The EAP Committee shall meet, as necessary, to monitor the EAP Program, discuss initiatives to promote awareness of the Program, and review and recommend changes in carrier where necessary and prior to renewal.

4.2 The range of areas typically managed by an EAP provider include:

- Physical, mental and social well-being;
- Personal challenges;
- Workplace challenges;
- Relationship challenges;
- Eldercare, childcare, parenting challenges;
- Harassment;
- Substance abuse and addictions;
- Separation, loss and bereavement;
- Balancing work and family;
- Financial or legal challenges;
- Domestic violence;
- Retirement planning.

Some EAP providers are also able to offer other services such as wellness/health promotion and fitness (such as weight control, nutrition, exercise or smoking cessation). Others may offer advice on long-term illnesses, disability issues, workplace counselling for crisis situations (e.g., death at work), or advice specifically for managers/supervisors in dealing with difficult situations.

4.3 The EAP program is open to all permanent employees and members of their immediate family (as defined in the benefit policy). The individual interested in using the program will contact the EAP provider directly.

4.4 Several factors make an EAP successful:

- Strict confidentiality;
- Open to eligible employees and their families;
- Recognition and commitment by management, employees and union that an EAP is needed;
- Promotion of the EAP and encouragement to use the service;
- Managers and employees educated in the workings of the EAP;
- Periodic evaluation of the EAP to be sure the needs of both the employee and the employer are being met;
- The EAP must be monitored and evaluated to ensure continued quality of the program.