



ADMINISTRATIVE PROCEDURE	
<i>Approval Date</i> 2017	<i>Replacing</i> All previous Procedures
<i>Review Date</i> 2022	<i>Page</i> 1 of 2
<i>Contact Person/Department</i> Superintendent of Employee Services	<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 immediate, 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 HR-4005 Employee Assistance Program Policy.
- 2.3 HR-4051 Attendance Support Procedure

3.0 TERMS AND DEFINITIONS

- 3.1 EAP – Employee Assistance Program.
- 3.2 Dependent – as defined in the eligible employee’s benefit program.
- 3.3 EAP Coordinator – the Senior Manager of Employee Services 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;
 - one representative from the Principal/Vice Principal group;
 - the Senior Manager of Employee Services.

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:

- Achieving well-being;
- Managing relationships and family;
- Dealing with workplace challenges;
- Finding elder care and childcare resources;
- Tackling substance abuse and addictions;
- Getting legal advice;
- Receiving financial guidance;
- Improving nutrition;
- Focusing on health;
- Crisis situations.

EAP pamphlets and information are available at the worksite, both in print and electronically, and through the Employee Services Department.

4.3 The EAP program is open to all permanent employees and their eligible dependents. The individual interested in using the program will contact the EAP provider directly.

4.4 All employees and their eligible dependents have access to the EAP 24/7 by phone, web, or mobile app. Services may include:

- telephonic counselling;
- in person counselling;
- e-counselling;
- video counselling;
- mobile app chat;
- self-directed resources;
- online group counselling.

4.5 Several factors make an EAP successful:

- Strict confidentiality;
- Open to permanent employees and their eligible dependents;
- Recognition and commitment by management, employees and unions that an EAP is essential to support employee wellness;
- Promotion of the EAP and encouragement to use the service;
- The EAP must be monitored and evaluated to ensure continued quality of the program;
- Periodic evaluation of the EAP to be sure the needs of both the employees and the employer are being met.