

Employee and
Family
Assistance
Program

*The College of New
Caledonia*

COLLEGE OF NEW CALEDONIA

EMPLOYEE/FAMILY ASSISTANCE PROGRAM

1. POLICY

The overall goal of the Employee/Family Assistance Program (EFAP) is the maintenance and enhancement of the health of individual employees and their families.

The employees of the College of New Caledonia (CNC) are its most valuable resource, and it is recognized that healthy, balanced employees make CNC a healthy and productive place to work and learn.

The CNC Employee/Family Assistance Program will:

- Provide professional, confidential assistance to employees and their families to help resolve problems that affect their personal well-being.
- Promote wellness at work.

2. PROCEDURES

1. EFAP COMMITTEE

- The EFAP Committee shall have equal representation from each of the following employee groups:
 - Administration
 - Canadian Union of Public Employees (CUPE) Local 4951
 - Faculty Association of the College of New Caledonia (FACNC)
- Each of the above employee groups shall appoint representatives to participate in the EFAP committee. These representatives shall take direction from the groups they respectively represent regarding the operation of the EFAP.
- The EFAP Committee shall work towards the development and implementation of the employee/family assistance program (EFAP) and facilitate the ongoing administration of the program.

2. SERVICE DELIVERY

A contracted external provider who maintains office facilities away from CNC premises will provide EFAP services.

3. FUNDING

The College will share the cost of providing an employee and family assistance program with the Administration, Faculty Association and CUPE Local 4951 on the understanding that the program will be administered equitably and fairly among all parties.

4. CONFIDENTIALITY

- All those directly involved in the organization and the provision of services through the EFAP will ensure that all personal information concerning any individual employee or family member will be held in strict confidence.
- Personal and organizational anonymity will be protected. This includes anonymity about use of service as well as personal information resulting from interaction with an EFAP counsellor.
- The EFAP committee will not have access to any client file.
- It is required by law and/or by professional ethics to report incidences such as sexual abuse, serious threat of violence, etc., to the appropriate authorities.
- General statistical information about the EFAP use supplied by the provider does not constitute a breach of confidentiality.
- An employee may have access to his/her personal record held by the provider.

5. PROFESSIONAL SERVICE

A high level of professionalism will be maintained in all aspects of service delivery (including registration in an appropriate professional body).

6. VOLUNTARY PARTICIPATION

At all times use of the EFAP by any individual shall be voluntary.

7. NOT DISCIPLINE

The EFAP is not a form of discipline and shall not be used as such. An individual's attendance or non-attendance, or a recommendation to seek counseling, shall not result in discipline or negative sanctions, or the placement of any letter or memo in an individual's personnel file.

8. SCOPE OF EFAP SERVICES

The provider will provide, at minimum, the following services:

- Short term counseling.
- Case management.
- Information and referral.

Specific implementation details are negotiated upon contract signing or renewal by the EFAP committee and the provider.

9. FOLLOW UP

One of the most critical areas of an EFAP provider is to ensure that the client is satisfied with the help received and/or to assist in referrals to other agencies. The EFAP committee will:

- develop and maintain an in house process to enable employees to identify easily and confidentially any concerns with the external provider's service;
- conduct a formal review of user satisfaction if concerns are identified which the provider is unable to resolve to the committee's satisfaction.

10. WELLNESS PROMOTION

- The EFAP committee will promote general wellness in the employee population through contracts with the EFAP provider or other services or agencies.

11. SERVICE ELIGIBILITY

- All employees during the term of their employment or member of an employee's family as defined by the College's benefit package.
- All retired employees and their families, who have been employed by CNC for two consecutive years prior to retirement, may use the EFAP for one-year post employment.
- Employees who receive involuntary layoff notices may access the EFAP services for a period of six months beyond the end of their employment.

12. LEAVE TO ATTEND

- Employees shall make every attempt to access the EFAP services during times that do not interfere with their normal college responsibilities.
- Employees who require time to attend the EFAP services or any resource that the EFAP may have referred them to may do so using their sick leave as outlined in the collective agreements.

13. REFERRAL PROCEDURES

13.1 Self-Referral

- Employees and family members may contact the external EFAP provider directly.

13.2 Assisted Referrals

- If anyone at CNC knows of an employee who is experiencing difficulties and is in a position of trust with this employee, he or she is encouraged to inform the employee, in a discreet and confidential manner, of the services offered by the EFAP.
- It is recommended that supervisors, in the position of informing the employee of the EFAP services, do so by providing the employee with the EFAP brochure. Supervisors must understand that the employee may choose to attend or not attend. Attendance or non-attendance shall have no effect on discipline or other administrative decisions. The EFAP is to be considered only as a resource for the employee's benefit, and shall not become part of the employee's personnel history, nor shall the supervisor engage in uninvited follow-up activity with the employee.
- It is important that all parties realize that an assisted referral is strictly voluntary. An employee cannot be disciplined in any way for not using the EFAP.
- Assisted referrals run the risk of employees feeling their privacy is being invaded. Anyone contemplating an assisted referral is encouraged first to contact the provider for consultation.

14. TRAUMA RESPONSE

- If a particular critical incident traumatizes all or a certain group of CNC employees, the Human Resources Department is responsible for contracting and/or arranging trauma response services. The EFAP Committee will attempt to assist if & when required in this service.

15. ROLES AND RESPONSIBILITIES

15.1 The EFAP Committee will:

- Define the parameters of the EFAP with respect to policies and procedures.
- Review and update policies and procedures as required.
- Establish the responsibilities of the EFAP committee, CNC supervisors, stewards, instructors and counsellors as well as the provider as stated in the contract between the provider and CNC.
- Recruit an external provider to provide EFAP services to CNC and to recommend that the CNC establish a contract with this contractor.
- Monitor, review and evaluate the program on a regular basis.

- Communicate equally with Administration, CUPE Local 4951, and the Faculty Association regarding program activities and issues.
- Promote awareness of the program by assisting in the delivery and posting of communication materials provided by the Provider to employees, and employee family members.
- Ensure a strict level of confidentiality is maintained in all aspects of the program.

15.2 The Service Provider will:

- Provide employees and their immediate families with professional counselling services for a wide range of personal problems.
- Refer employees for additional guidance, counselling and assistance to specialists and community resources.
- Provide communication materials such as pamphlets, posters and wallet calendars to assist in the promotion of the EFAP.
- Monitor and report on utilization rates.
- Ensure that the provider's professional services will conform to the highest professional standards in the field.
- Provide a program manager to plan, implement and manage the program whose duties will include:
 1. Liaison between the provider and EFAP committee provision of statistical data in semi-annual reports to the EFAP committee.
 2. Participation on an ad hoc basis in problem solving for program issues which may arise.
- Promote, develop and deliver appropriate training and orientation sessions for employees as they relate to the program.
- Provide trauma response after a critical incident when specifically contracted to do so.

15.3 Supervisors will:

- Understand fully the purpose, objectives, policies and procedures of the EFAP and ensure that those with whom they work are aware of the services provided and the referral process.
- Maintain strict confidentiality.

15.4 Area Stewards will:

- Understand fully the purpose, objectives, policies and procedures of the EFAP and ensure that those with whom they work are aware of the services provided and the referral process.
- Maintain strict confidentiality.