

# Beaumont® | HEALTH SYSTEM

Subject <b>Employee Assistance Policy</b>	No. <b>259</b>	Page <b>1 of 7</b>
Content Expert / Coordinating Department(s) <b>Corporate Human Resources</b>	Prior Issue Date <b>None</b>	Issue Date <b>06/01/12</b>

## GENERAL

It is the policy of Beaumont Health System to provide support and advocacy for all Beaumont employees facing personal issues and situations that affect their personal lives as well as issues and concerns that may affect their work performance.

## EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) has been developed to assist employees who are experiencing problems or issues in their own lives or those of their families in accessing care and/or treatment.

## RESPONSIBILITY

It is the responsibility of Corporate Human Resources to provide all operational aspects of the program including the interpretation, administration and monitoring of the Employee Assistance Program.

Beaumont's Employee Assistance Program has two main components, an external partner providing triage and referral (Value Options) to all employees as well as a Beaumont Health System EAP Management support function.

### **External Partner**

Value Options (VO) is a behavioral health organization retained to provide support and referral to Beaumont employees facing personal issues such as marital problems, family conflicts, stress, care-giving issues, grief and loss counseling etc. This support is confidential, short-term focused counseling for six (6) or less sessions provided in person or by phone (as preferred by the employee).

### **Beaumont EAP**

Beaumont's EAP Managers provide support for workplace-related issues including:

- Suitability for Work Evaluations
- Mandatory Referrals
- Sentinel Events
- Critical Incident Stress Debriefing
- Other Workplace Issues

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## SUITABILITY FOR WORK EVALUATIONS

Should the behavior of an employee be in question as to whether the employee can carry out the functions of their job (either from use of alcohol, drugs etc. or from a medical condition) the manager/supervisor of the area, unit or department should immediately contact their divisional Human Resources Department to discuss the behavior and to determine the appropriate course of action. Refer to the Suitability for Work Procedure, 250-8, (Leave of Absence Policy 250) and the EAP Manager Process Flow charts included in this policy.

Human Resources shall determine whether the Beaumont's EAP Manager should be consulted as well as other intervention necessary.

## MANDATORY REFERRALS

Mandatory Referrals are imposed upon employees when it is believed that a personal problem may be the cause of an employee's substandard work performance, a work rule violation or the employee's inability to work in harmony with coworkers. Should the employee's behavior result in an unproductive work environment or presents an untenable atmosphere or prevents a safe workplace for other employees in the workgroup, the manager/supervisor should contact their divisional Human Resources Department to discuss the behavior and to determine the appropriate course of action. Refer to the EAP Manager Process Flow charts for Mandatory Referrals included in this policy.

If it is determined that a Mandatory Referral is appropriate based upon the circumstances presented, the employee shall be referred to Beaumont's EAP for a mandatory evaluation. The employee may be allowed to attend the initial appointment during work time. Any subsequent appointments must be scheduled after work hours or CTO time must be taken.

If the employee refuses to participate in a Mandatory EAP Referral, the employee is subject to disciplinary action up to and including discharge. The Beaumont EAP Manager shall determine appropriate placement with a behavioral health or EAP external provider.

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## **MANDATORY REFERRALS con't.**

### **RECORDS RELEASE**

The EAP Manager is responsible for obtaining the Confidentiality/Records Release permissions from the employee in order to monitor ongoing treatment/counseling. EAP records are maintained solely by the EAP Manager and are handled in a confidential manner. Records will not be released by the EAP Manager without the express written authorization of the employee or as required by law. Beaumont Health System will not have access to the content of the employee records with the exception of confirmation of treatment attendance. Should the employee allow release of information, the case may be reviewed with the employee's supervisor/manager.

### **LEAVE OF ABSENCE**

Based upon the scope of the referral and treatment needs, the employee may be placed on a medical leave of absence (refer to the Leave of Absence Policy No. 250). The duration of the leave shall meet the requirements of the Leave of Absence Policy.

### **CRITICAL INCIDENT STRESS DEBRIEFING (CISD)**

Critical Incident Stress Debriefing is a process implemented when a serious event occurs which negatively affects employees and may possibly prevent effective performance on the job.

### **TYPE OF INCIDENT**

A critical incident is a situation that is outside of the regular workday experience and is judged to be significant enough to strain the coping skills of employees. Examples of critical events are as follows:

- Sentinel Event: A patient related serious event such as death.
- Clinical Error: Employee clinical error that does not result in a serious outcome.
- Crisis: Staff related personal or workplace issue.

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## RESPONSIBILITY

### **Supervisor/Manager Team Leader**

It is the responsibility of the Supervisor, Manager or Team Leader in charge to conduct the initial critical incident assessment to determine the type of event and intervention needed and ensures needed support is provided to an effected workgroup.

### **CISD Team Leader/ EAP staff**

When requested, it is the responsibility of the CISD Team Leader or EAP staff member to conduct intervention as appropriate.

## DETAILED PROCEDURES

### **For Suitability Issues**

Refer to Evaluation for Suitability to Work,  
Procedure No. 259-1

### **For Mandatory Referral Issues**

Refer to Procedure for Mandatory Referral,  
Procedure No. 259-2

### **For Critical Incident Issues**

Refer to Procedure for Critical Incident,  
Procedure No. 259-3

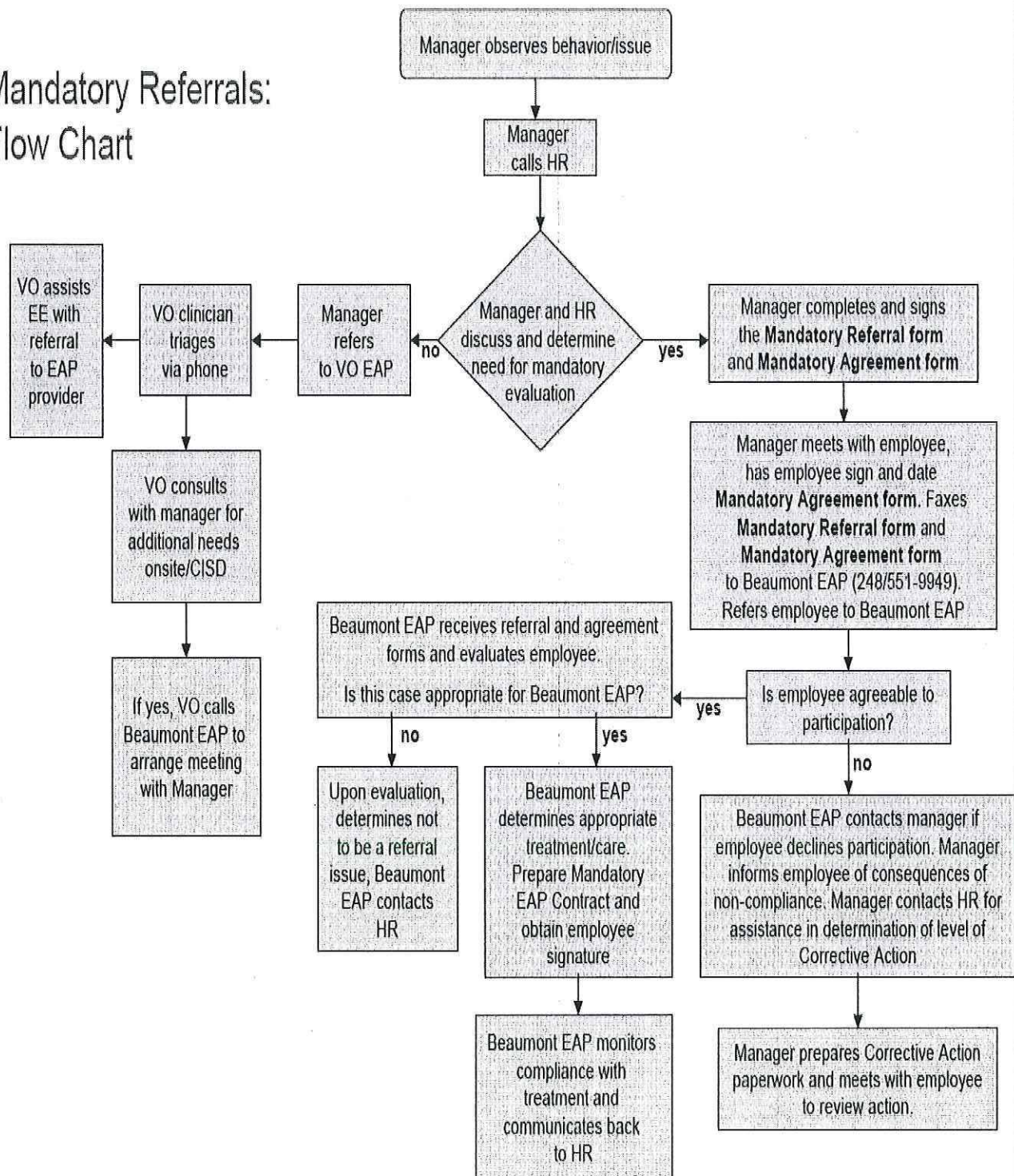
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## Mandatory Referrals: Flow Chart



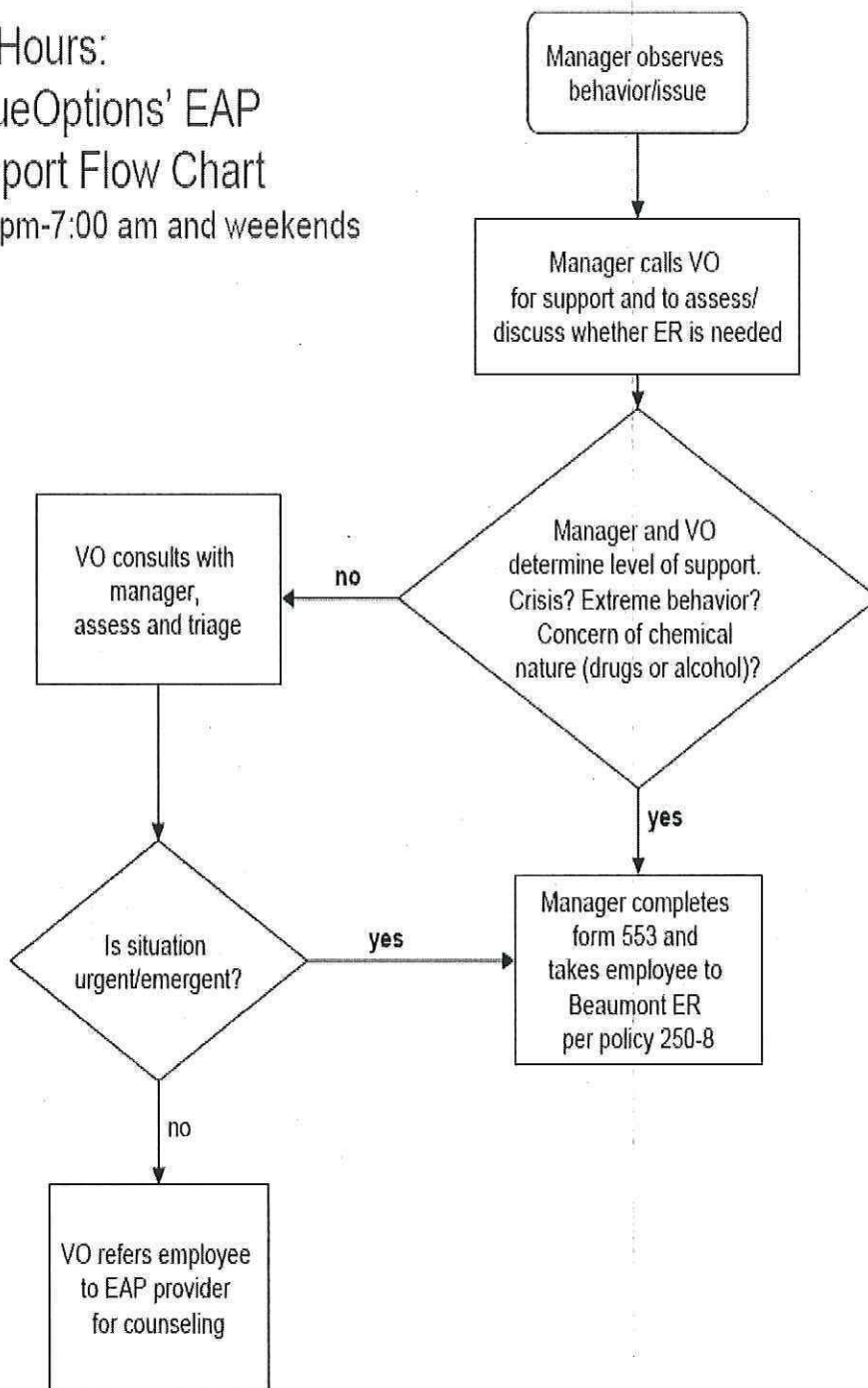
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Off Hours:  
ValueOptions' EAP  
Support Flow Chart  
5:30 pm-7:00 am and weekends

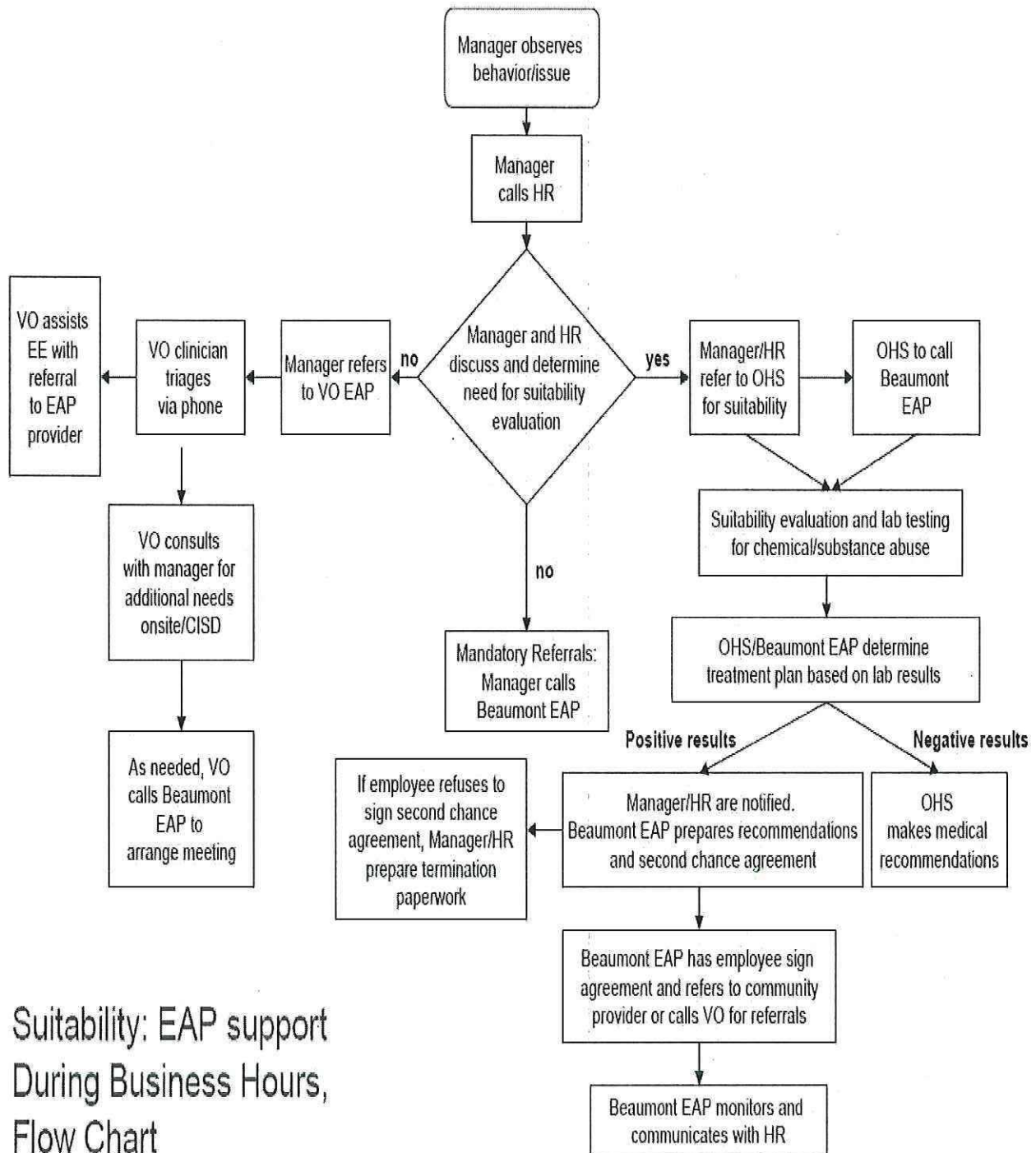


ValueOptions  
877-666-0593

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