

HORRY-GEORGETOWN TECHNICAL COLLEGE

# PROCEDURE

Number: 3.4.3.1  
Related Policy: 3.4.3  
Title: Employee Assistance Program  
Responsibility: Vice President, Human Resources and Employee Relations

Original Approval Date: 10-12-2010  
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President

## DISCLAIMER

**PURSUANT TO SECTION 41-1-110 OF THE CODE OF LAWS OF SC, AS AMENDED, THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY.**

### I. Referrals

#### A. Self-initiated/Voluntary Referrals

Employees and family members may confidentially make direct contact with the Employee Assistance Program (EAP). Initial contact to obtain EAP services should be made by calling 1-800-822-4847.

#### B. Directed/Supervisory Referrals

Managers and supervisors may initiate a referral based on declining job performance or concern for an employee's well-being.

Supervisors must contact Human Resources prior to making a directed/supervisory referral.

### II. Confidentiality

All requests for services are confidential. Information regarding an employee's participation in the EAP will not be released without the employee's written consent.

## Utilization Reports

A quarterly program utilization report is provided to the employer; the utilization report is strictly statistical. No identifying information regarding clients utilizing the program is referenced in the reports.

### **III. Provisions**

#### A. Availability

Services are available to College employees and their immediate family members, to include spouse, significant other, dependent children, and other relatives living within the employee's household and all legal dependents. Problems addressed include, but are not limited to, personal, family, marital, interpersonal, work, grief and chemical dependency issues.

#### B. Appointment Times

College employees and their eligible immediate family members are offered appointments that are most convenient for their work and home schedules. Daytime and evening appointments will be made available. We fully realize that many client situations are not amenable to telephonic assistance. Face-to-face appointments are made in those situations.

#### C. Client Services Available

Face-to-face client services are available 8:00 a.m. to 5:00 p.m. Monday through Friday, evening appointments are also available. Telephone counseling appointments can also be scheduled both daytime and evening hours for added convenience.

#### D. Emergency/Urgent Situations

Crisis intervention and telephone counseling are available around the clock, seven days a week. Life Services EAP has a national toll-free 800 number EAP Assistance line that can be accessed from anywhere in the United States. This toll-free number is staffed around the clock 24/7 by trained Life Services professional EAP staff.

Life Services EAP will respond to an urgent call within minutes and can see the College employees and family members the same day. Clients are asked to proceed immediately to a nearby Life Services office and can normally be seen within two hours.

## **IV. Assessment**

### **A. Face-to-Face Client Services**

Assessment and short-term problem resolution sessions are conducted at confidential locations away from the workplace at locations that are most convenient for employees and their eligible family members. Assessments are normally completed in one or two sessions. The length of each session is approximately one hour.

### **B. Number of visits**

Life Services EAP will offer clients, the employee or the employee's eligible family member(s), up to four EAP sessions per problem situation, per eligible member.

With Life Services, the four visits start over with each new problem situation. For example, an employee who is seen for up to four visits for financial counseling can immediately afterwards be seen for up to four visits for grief counseling. There is no limit to the number of problem situations for which a client can be seen for up to four visits.

Clients requiring long-term counseling or behavioral health services beyond the scope of the EAP are referred to community resources at their own expense, but when possible, to providers in clients' insurance network.

### **C. Timeliness of Scheduling**

Requests for client services are immediately responded to and assessed for urgency via telephone. Routine appointments are scheduled within 72 working hours. Appointments for urgent situations can normally be made on the same day or at a minimum within 24 hours.

## **V. Other EAP Resources**

### **A. Supervisory Training**

Training can be provided to supervisors consisting of semi-annual workshops of approximately two (2) hours in length and shall cover EAP policies, techniques for referral, and subjects related to chemical dependency, mental health and general health issues.

Additionally, access to supervisory web-based information and newsletters will be provided to Supervisors.

## B. Web Information

As a part of your package of employee assistance services provided by Life Services EAP, you and your family members will now have the availability of a special web-based Work/Life Information Service that allows you and your family members to go online to obtain information to assist you in balancing your work and home life responsibilities. These services are available 24 hours a day by logging on to the Life Services website: [www.lifeserviceseap.com](http://www.lifeserviceseap.com).