Riverside Community College District (RCCD)  
EAP POLICY AND PROCEDURES

EAP POLICY STATEMENT:

RCCD cares about the well-being of its employees and their family members and recognizes that a variety of personal issues and/or problems can disrupt both their work and personal lives. RCCD through its EAP, provides access to confidential professional services and resources and encourages employees to take advantage of EAP services.

RCCD believes it is in the interest of the employee, the employee's family members, and the organization to maintain a comprehensive Employee Assistance Program emphasizing a two-fold purpose:

INTERVENTION: Focusing on early, professional help as a means of directing employees and family members toward successful problem resolution.

PREVENTION: Focusing on a program of information and education which helps individuals anticipate and prepare for issues, events or situations requiring problem resolution which could otherwise culminate into serious and persistent personal problems.

RCCD recognizes that its central concern is work-based—serving to help employees resolve personal issues and reach their work potential while mitigating the unintended effects on coworkers and on the reputation of RCCD. The intent of this policy is to work in tandem with all other organizational policies, not to supersede or avert their intended spirit.
ORGANIZATIONAL POLICY PROVIDES THE FOLLOWING:

1. Employees and family members are encouraged to use the EAP, and they can access the EAP directly, without discussion with any organizational personnel, by calling the toll-free telephone number (800) 777-9376. They can contact the EAP 24-hours a day, 7 days a week at (800) 777-9376 regarding their personal issues and/or problems, where confidential assistance will be provided on a wide array of personal problems, such as, emotional distress, drug/alcohol-related problems, relationship issues, marital or family conflict, financial or legal issues, etc.

2. Confidentiality is maintained in accordance with the law.

3. Limits of Confidentiality: Four areas are subject to disclosure by the EAP without written release from client: (1) when reporting child abuse and/or elder abuse and/or dependent adult abuse, (2) when relating information about being a risk to oneself or others, (3) when relating the intention to commit illegal acts or threats to the organization, other employees, or the EAP, and (4) when a supervisory referral is made by a supervisor, information that the employee contacted the EAP and attended educational/assessment session(s) will be communicated by the EAP to the designated supervisor.

4. No employee will have either job security or promotional opportunities jeopardized by a request for help through the EAP.

5. The decision to request help through the EAP, to follow-through on a proposed referral, and to pursue program recommendations is voluntary and is the personal responsibility of the employee.

6. When employee job performance is viewed by supervision/management as deteriorating and given that an employee is being offered an improvement process to correct such work behavior, the employee may be referred to the EAP as communicated by a supervisor/manager in terms of a suggestion or a recommendation as one resource being offered as part of an improvement process.

7. The implementation of the EAP supervisory referral—based on the supervisory observation of work performance deterioration—is viewed as one possible resource within an improvement process, and such an implementation will follow the established practices and procedures of RCCD. An employee's involvement, noninvolvement, or promise of involvement with the EAP, does not replace or change or otherwise affect the employer’s existing employer-employee relationship, organizational policy, disciplinary procedure, work-related events, expectations or actions, contractual agreements if any, etc.