

PROCEDURE

Procedure Title	Employee And Family Assistance Program
Procedure Holder	Organizational Effectiveness
Procedure Approver(s)	Senior Team
Related Policies	
Related Procedures	
Appendices	
Storage Location	Website - https://www.confederationcollege.ca/policies-and-procedures
Effective Date	December 19, 2012
Next Review Date	

Purpose

The goal of the Employee and Family Assistance Program (EFAP) is to assist all employees of Confederation College (including full-time, part-time, and temporary employees) in the pursuit of personal and professional well-being. Through the co-ordination of a comprehensive support network aimed at enhancing quality of life, the EFAP offers assistance to employees and their immediate family members experiencing situations which have a negative impact on home life and work performance.

Scope

The EFAP strives to improve the quality of life for college employees by:

- Introducing primary prevention activities into the workplace and promoting positive attitudes toward healthy lifestyles.
- Introducing information into the workplace focusing on personal and professional well-being.
- Providing support systems which enable referrals, treatment, and rehabilitation of identified stressors affecting job performance.

Background

1. The EFAP procedures are designed to provide the most direct means for the employee and/or their immediate family members to receive assistance.
2. Initiating problem-solving early may resolve issues/concerns before they become crises; however, assistance is helpful at any stage.

Governing Laws and Regulations

Procedure Statements

1. Self-referral may be initiated voluntarily by contacting the EFAP coordinator, Human Resources Services, or a supervisor.
2. A co-worker aware that a colleague is experiencing difficulties on the job should advise the employee that the EFAP exists.
3. When a supervisor has reason to believe that an employee's performance may be adversely affected by work related or personal problems, the supervisor will offer the resources of the EFAP.

Roles and Responsibilities

- 1. EMPLOYEE**
 - a) Approach the EFAP provider for assistance for individual or family support.
 - b) Encourage co-workers to seek support through the EFAP when necessary.
- 2. EMPLOYEE AND FAMILY ASSISTANCE PROGRAM CO-ORDINATOR**
 - a) Maintain strict confidentiality and privacy.
 - b) Provide quarterly statistical reports to the College regarding program usage.
 - c) Provide materials and related presentations relevant to the College's employees and their families.
- 3. EMPLOYEE AND FAMILY ASSISTANCE PROGRAM COUNSELORS**
 - a) Provide therapeutic support to employees and/or family members referred to the EFAP.
 - b) Refer employees and/or family members requiring ongoing support to community agencies.
 - c) Maintain strict confidentiality and privacy.
- 4. SUPERVISOR**
 - a) Refer employees to the EFAP and encourage their participation in programs for themselves or their family members.
 - b) Provide support to employees and assist in the facilitation of treatment and/or meetings as required.
- 5. HUMAN RESOURCES SERVICES**
 - a) Communicate the EFAP to all employees.
 - b) Report program usage annually to the Senior Team including analysis and recommendations related to usage.

Non-Compliance

Revision History

Version	Change	Author	Date of Change