

EAP OFFERS A WIDE VARIETY OF ASSISTANCE

The Employee Assistance Program offers assistance to permanent employees, their dependent family members, and retirees. The assistance is beneficial for people that are directly or indirectly suffering from behavioral/medical problems that tend to jeopardize their physical or mental health, work satisfaction, and continued employment. Confidential assistance for behavioral/medical problems includes, but are not limited to:

- MARRIAGE/RELATIONSHIP PROBLEMS • FAMILY CONFLICTS
- PAIN MANAGEMENT • ALCOHOL & SUBSTANCE ABUSE
- EMOTIONAL PROBLEMS e.g. DEPRESSION • STRESS/ANXIETY
- BLENDED FAMILY ADJUSTMENT • BEREAVEMENT/GRIEF TRAUMA
- EATING DISORDERS • PARENTING
- COPING WITH ILLNESS • INTERPERSONAL PROBLEMS
- WORK RELATED PROBLEMS

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YOUR EMPLOYEE ASSISTANCE PROGRAM



Employee Assistance Program

**A Helping Hand
(754) 322- 9900**

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The School Board of Broward County, Florida, prohibits any policy or procedure which results in discrimination on the basis of age, color, disability, gender identity, gender expression, national origin, marital status, race, religion, sex or sexual orientation. Individuals who wish to file a discrimination and/or harassment complaint may call the Director, Equal Educational Opportunities/ADA Compliance Department at (754) 321-2150 or Teletype Machine (TTY) (754) 321-2158. Individuals with disabilities requesting accommodations under the Americans with Disabilities Act Amendments Act of 2008, (ADAAA) may call Equal Educational Opportunities/ADA.

Compliance Department at (754) 321-2150 or Teletype Machine (TTY) (754) 321-2158

BCPS Employee Assistance Program believes that when we take good care of our employees, we are taking even better care of our students.



The EAP at a Glance

The Employee Assistance Program (EAP) is a confidential and free benefit program that utilizes a policy of support and assistance to a troubled employee, whether or not job performance is being adversely affected. The EAP operates in both a preventive and corrective mode as we work toward the total wellness of all School Board employees and their families. The philosophy underlying the function of the EAP is that even the most effective employees may encounter obstacles that may, or do, impede efficiency and productivity. Employees are the District's most valuable resource, and the District offers assistance to the troubled employee to promote an optimum sense of well-being and productivity.

HOW DO PEOPLE USE THE EMPLOYEE ASSISTANCE PROGRAM (EAP)?

The EAP is a benefits program that helps employees, their insured dependents and retirees assess issues and concerns. The EAP refers for professional counseling (utilizing the employee's insurance) or other community based resources. Employees and their dependents may call the EAP office directly at 754-322-9900 to make an appointment. The EAP encourages people to seek help early, before a problem becomes a crisis or begins to affect their attendance or the quality of their work.

An employee's supervisor may recommend that a person seek EAP help when the supervisor notices signs of distress. The Supervisor may also formally refer an employee to the EAP when the supervisor believes a personal problem may be affecting an employee's work. Whatever the situation, the final choice about whether or not to use the EAP is always up to the employee.

HOW CAN THE EAP HELP?

Most of us experience situations in our lives that bring stress to ourselves and our families. These situations range from common life issues to sudden, serious emergencies. When situations arise, it is usually helpful to talk and get help with problem solving. Friends and family members may not always have the necessary knowledge to help. Also, they may be so involved in the situation that their ideas may not be the most useful.

The EAP staff helps the employee:

- Gain a better understanding of the problem.
- Learn about the services and fees of helping agencies and professionals
- Choose a plan of action.

IS PERSONAL PRIVACY PROTECTED?

Yes, the EAP is a confidential service for all employees. If employees use EAP help on their own, the EAP will not identify the employees to anyone. EAP records are covered under federal regulations that provide the same legal protection as medical and psychiatric records. All EAP records will be kept by the EAP staff only. EAP records will not be kept in any other School Board file. There are some legal exceptions to complete secrecy and the exceptions will be explained before the employee begins to talk about a problem. Therefore, the employee may always control what is talked about.

If a supervisor refers an employee to the EAP, the supervisor will not be told about the type of issues the employee is dealing with. Sometimes the employee will want the supervisor or others to know about his or her problem. In this case, the EAP can help the employee decide what information would be helpful to give.

COULD USING THE EAP HURT AN EMPLOYEE'S CAREER?

When employees refer themselves to the EAP, their supervisors will not be informed by the EAP that they are using EAP services. Absenteeism, tardiness, trouble concentrating, lack of interest or motivation, and lower productivity often occur when personal problems arise. By dealing with and solving personal problems, employees can improve the quality of their lives and work. This will strengthen career opportunities.

When supervisors refer an employee to the EAP, the referral is not thought of as discipline, but as an offer of help. Accepting a referral is considered a step in the right direction. Acceptance means the employee is willing to take action to improve job performance. This will have a positive effect on the employee's career.