

**HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES**

Chapter 4	General Personnel Policies	Effective:	November 2000
Section 4.8	Benefits	Revised:	October 2005
<b>Policy 4.8.8</b>	<b>Employee Assistance Program (EAP)</b>	Responsibility:	Vice President for Human Resources

## **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

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### **Overview**

The Health Science Center recognizes that work-life balance, psychological, emotional and behavioral problems are situations for which there are effective interventions, treatments and solutions. Faculty and staff seeking help for these or other problems may use *UT Advantage* Faculty and Staff Assistance and Worklife Solutions Program (*UT Advantage*).

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### **Eligibility**

*UT Advantage* provides counseling, information and referral assistance to Health Science Center benefit eligible faculty and staff (employee) and their immediate family members living in the employee's home.

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### **Confidentiality**

1. Confidentiality is guaranteed to any employee using the services of *UT Advantage*.
  2. The specific nature of the employee's or family member's problem will not be discussed with supervisors or any other employee.
  3. Any records maintained by the *UT Advantage* provider will be secured.
  4. Any contact between the *UT Advantage* and an employee is confidential unless the employee releases the *UT Advantage* to provide information to a supervisor or treatment provider.
  5. The only circumstance under which confidentiality may be suspended is, if in the judgment of *UT Advantage*, an employee represents a threat to himself or others, or unless otherwise required by law.
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### **Referrals**

Self Referrals - Employees are encouraged to seek assistance for a personal problem by contacting *UT Advantage* before job performance and/or work-life balance is impaired. Self-referrals are confidential and no contact is made between *UT Advantage* and Health Science Center management.

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Supervisor Referrals – Supervisors may refer their employees to *UT Advantage* based on documented unsatisfactory job performance. The decision by the employee to accept a supervisor’s referral to *UT Advantage* is voluntary and is the personal responsibility of the employee. The referral to *UT Advantage* should be completely confidential. While the supervisor is prohibited from contacting *UT Advantage* regarding the employee. *UT Advantage* can contact the supervisor provided that the employee has given consent.

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**Assistance for Managers and Supervisors**

Managers and supervisors dealing with employee relations issues should contact the Office of Human Resources (OHR) for assistance. The OHR Consultant working with the manager or supervisor may ask *UT Advantage* for additional assistance in dealing with the issue and may refer the manager or supervisor to *UT Advantage* for consultation in resolving the matter.

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**Job Performance**

1. Employees will not be discriminated against because of their utilization of *UT Advantage*.
  2. *UT Advantage* may supplement but does not replace the existing procedures for dealing with declining or unsatisfactory job performance.
  3. Regardless of whether or not an employee seeks help through *UT Advantage*, the usual disciplinary procedures for poor job performance will be followed if an employee’s job performance remains unsatisfactory.
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