

CONNECTICUT VALLEY HOSPITAL

OPERATIONAL PROCEDURE MANUAL

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| SECTION II: | ORGANIZATION FOCUSED FUNCTIONS |
| CHAPTER 8: | Management of Human Resources |
| PROCEDURE 8.10: | Employee Assistance Program (EAP) |
| REVISED: | 02/04/00;12/08/08; 03/13; 3/28/16; Reviewed 06/18 |
| Governing Body Approval: | 03/28/13; 4/14/16; 07/02/18(<i>electronic vote</i>) |

PURPOSE: To provide a confidential Employee Assistance Program (EAP) and services to assist employees when they are experiencing problems which may adversely impact their work performance.

SCOPE: All CVH staff

PROCEDURE:

1. Connecticut Valley Hospital (CVH) has an active Employee Assistance Program (EAP) using Solutions (EAP), a program of Behavioral Health Connecticut and Middlesex Behavioral Health System as the outside provider. The program, which is at no cost to employees, is funded jointly by the District 1199 Quality of Work Life Fund and the Department of Mental Health and Addiction Services. Solutions (EAP) reports to a labor/management subcommittee of the CVH Quality of Work Life Steering Committee for purposes of planning and program direction.
2. EAP programs include:
 - A. Employee Wellness Counseling
 1. An employee may receive voluntary, confidential counseling. Appointments can be scheduled at the EAP office on grounds or at locations around the State. A trained EAP counselor meets with an employee in brief counseling to help the employee identify his/her issues and help resolve the situation. An employee is entitled to a maximum of eight sessions. If ongoing or specialized services are needed the counselor refers the employee to several resources that have been screened and evaluated.
 2. Employees are referred as follows:
 - a. Self-referral: an employee experiencing problems may call the EAP him/herself for assistance and guidance.
 - b. Supervisory referral: a supervisor may advise an employee of the availability of EAP services when the employee's performance has fallen below an acceptable level due to problems which may not be directly related to the employee's job functions. The employee's decision to engage in EAP counseling is both

voluntary and confidential.

3. An employee's access to a counselor is accomplished by making a confidential phone call to Solutions EAP at 1-800-526-3485.

B. Critical Incident Stress Management

1. Critical Incident Stress Management (CISM) is a program designed to offer quick response to incidents in the work place which could lead to Post Traumatic Stress Syndrome or symptoms. Events such as employee or patient suicide, homicide, or other death, assault, and injury resulting in Workers' Compensation may all be cause for a CISM contact. A CISM team, made up of CVH health care employees, is trained to offer on-the-spot contact with employees on all three shifts.
2. The CISM Coordinator is available around-the-clock to deploy team members to deal with a critical incident. The Coordinator can be paged by calling the hospital operator ("0").