



<b>Classification:</b> Human Resources	<b>YALE NEW HAVEN HEALTH POLICY &amp; PROCEDURES</b>	
<b>Title:</b> Employee and Family Resources		
<b>Date Approved:</b> September 15, 2016	<b>Approved by:</b> System Operating Committee	
<b>Date Effective:</b> September 30, 2016	<b>Date Reviewed/Revised:</b> NEW	
<b>Distribution:</b> HR policy standardization update to YNHHS managers. Additional communication by respective HR team to managers. MCN Policy Manager	<b>Policy Type (I or II):</b> Type I	
<b>Supersedes:</b> Employee Assistance Program (BH F:18), Employee Assistance Program (GH G3), Employee Assistance Program (HSC II.C.8), Employee Assistance Program (EAP) (NEMG F:2), Employee Assistance Program (YNHH H:19)		

## PURPOSE

The purpose of this policy is to outline the assistance YNHHS offers to employees and their families who are experiencing work/life challenges or personal issues.

## APPLICABILITY

This policy shall apply to the Yale New Haven Health System (YNHHS), its parent and subsidiary corporations, including but not limited to its Delivery Network hospitals (Bridgeport Hospital, Greenwich Hospital, and Yale-New Haven Hospital), Northeast Medical Group, Yale-New Haven Care Continuum (d/b/a Grimes Center), Corporate Professional Business Services (CPBS), each of their respective parent and subsidiary corporations, and each affiliated entity owned by or under common ownership and control with any of the foregoing, with the exception of Lawrence + Memorial Hospital, Westerly Hospital and VNA of Southeastern Connecticut.

This policy is applicable except where it is expressly superseded by collective bargaining unit agreements.

## POLICY

YNHHS recognizes that work/life challenges, personal responsibilities and personal problems can affect an employee's wellbeing and job performance and has established Employee and Family Resources (EFR) to provide professional, confidential and short-term counseling for personal and/or work issues. In addition, the program offers consultations, education and referral services to assist employees with work-life concerns, dependent care issues, problems with balancing daily demands, legal and financial issues and critical incident response.

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**PROCEDURE**

## A. Scope

The Employee Family Resource Program (EFR) is a Yale-New Haven Health System (YNHHS) employee assistance program available to all employees and employees' family members, dependents and members of their household.

## B. Program guidelines

## 1. Program administration:

- a. Across the YNHHS, the EFR is administered by a third-party provider of employee assistance and work-life services. YNHHS employs an internal coordinator to work with the third-party provider, to coordinate services system-wide, to provide consultation to leadership and to promote to EFR internally.
- b. Access to the EFR is available via telephone on a 24-hour, seven-day-a-week basis. The URL is [www.achievesolutions.net/ynhhs](http://www.achievesolutions.net/ynhhs) and is accessible from any computer with internet access and the toll-free number is 1-877-275-6226.

## 2. EFR terms of utilization

- a. Face-to-face and phone counseling and work/life consultations are available to eligible participants on a *per problem/ per year basis* per the terms and conditions of the contract with the vendor. Within limits, all services are free of charge.
- b. Confidentiality: All EFR counselors are prohibited from releasing any information disclosed by participants except in the following circumstances: (1) the participant consents in writing; (2) the law requires disclosure; or (3) it is believed that life or safety is threatened by failure to disclose. All records pertaining to EFR counseling are protected by Federal privacy regulations which shall be strictly adhered to.
- c. Voluntary versus involuntary use: Utilization of the EFR can be on a voluntary basis, even if referred by management, with the exception of a mandatory referral (see Mandatory Referral section below), which is reserved for rare cases when YNHHS needs assurance of compliance with appropriate course of action by the employee.
- d. The decision to voluntarily seek or accept assistance through the EFR will not adversely affect an employee's job security or advancement opportunities. However, participation in the EFR in no way relieves employees of their responsibilities to meet acceptable work performance and attendance standards.
- e. Release time for counseling visits: Employees are expected to schedule EFR visits outside of their scheduled work time. If EFR visits are scheduled during working hours with manager consent; the applicable PTO (benefit time) guidelines will apply.

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## 3. Referral guidelines

- a. General guidelines: All referrals must be initiated through a phone call to the EFR.
- b. Voluntary referrals
  - i. Self-referral: An employee or an eligible family or household member who desires confidential assistance for a personal issue or a work/life challenge, should call the EFR Service Center to speak to a clinical service professional.
  - ii. Manager, HR or OHS driven referral:
    - (1) **Informal referral:** Applies to a situation where an employee brings a personal problem to the attention of an agent of the organization, such as a manager, member of Occupational Health or a Human Resources professional. In these situations, the employee should be provided with the tools to contact the EFR.
    - (2) **Formal referral:** Applies to a situation where a personal problem is causing or contributing to a significant performance or attendance issue.
      - (a) Management responsibilities:
        - (i) Provide the employee with the EFR telephone number and a copy of the program brochure.
        - (ii) Emphasize the confidentiality of the program and encourage the employee to use EFR services prior to a point where there is a further decline in his or her performance, behavior or attendance.
        - (iii) Clarify the potential for future disciplinary action should the employee fail to correct his or her performance, behavior or attendance issue.
        - (iv) With a formal referral, the manager will not receive feedback from the EFR counselor regarding employee's contact with the EFR.
    - (3) **Documented formal referral:** A formal referral situation where the employee agrees to sign a "Release of Information" granting his/her manager and/or a member of OHS/HR permission to know if he/she contacted the EFR. This type of referral requires Employee Relations approval.
- c. **Mandatory referral:** In the event of a serious violation of YNHHS policy that may result in termination or because there is reasonable suspicion that there is a serious behavioral or mental health issue that may cause a risk to

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patient or workplace safety, the employee may be required to seek help through the EFR. Failure to do so may result in termination.

### i. Mandatory referral administration

- (1) Manager must consult Employee Relations prior to making a mandatory referral.
- (2) A Release of Information (ROI) must be signed by the employee giving the EFR counselor and/or the Employee Relations specialist permission to disclose information with regard to participation or non-participation in the EFR and recommended plan of action. This ROI form should be given to the employee and completed at the time of referral by the referring manager or Human Resources professional.
- (3) The referring manager or member of Employee Relations must call the third party EFR vendor to alert it to the circumstances for the mandatory referral and fax the signed ROI to the EFR vendor.
- (4) Employee must contact the vendor within the required period of time.
- (5) The third party EFR vendor will monitor compliance with the recommended EFR course of action and report back periodically to the referring manager and/or Human Resources professional. If the employee is compliant with the recommended EFR course of action, the manager should continue to monitor performance and behavioral expectations. If the employee is non-compliant with the recommended EFR course of action, it is grounds for possible termination.

## 4. Critical incident response

The EFR is also available to provide onsite critical incident response in the event of a traumatic or grief-related incident. To request critical incident response services, the manager should call the EFR at 877-275-6226 to inform the EFR representative of the critical incident and the need for services.

### **REFERENCES**

N/A

### **RELATED POLICIES**

N/A