Baptist Health South Florida

POLICY NO.: BHSF-5700
TYPE: Administrative

POLICY TITLE: Employee Assistance Program

Responsible Department: Human Resources

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SUMMARY & PURPOSE:
To assist employees in resolving personal or family problems, through confidential counseling and referral, and to help them maintain satisfactory job performance.

POLICY:
Baptist Health is committed to providing a wide range of support and assistance to its employees throughout the life cycle. Counseling, information and referral resources are available to help employees and their family members when they are dealing with a personal issue, an issue related to a spouse or partner, a child, an elderly relative, or extended family member. In addition, work related incidents such as sentinel events may create the need for support and counseling. LifeWorks is a fully outsourced Employee Assistance Program (EAP) that provides employees with confidential guidance and support. Baptist Health also offers internal resources that promote information about the program and perform critical incident debriefings.

SCOPE/APPLICABILITY:
All employees and their family members are eligible for LifeWorks employee assistance and work/life services by calling 1-888-4561324, in Spanish 1-888-732-9020, for TTY/TDD 1-800-999-3004, and Management Consultation 1-800-608-7515.

PROCEDURES TO ENSURE COMPLIANCE:
1. All requests for LifeWorks services are directed to LifeWorks and kept strictly confidential (confidentiality is protected to the extent permitted by law; exceptions will be made in cases of risk of harm or abuse). Information relating to participation in LifeWorks, by law, will not be included in the employee's personnel file except to mention referral to LifeWorks when such is made.

2. LifeWorks provides employees with confidential, free, short-term counseling, information and referral for personal issues and case management for work/life concerns and needs. Detailed information about services

is available at www.lifeworks.com. For all employees the LifeWorks user ID is Baptist and the password is LifeWorks.

3. LifeWorks also provides consultation to and support for management. Leadership may believe that an employee would benefit from consultation with LifeWorks and are welcome to refer such individuals. However, in counseling employees leaders should address the observable, quantifiable, performance problems and mention that if any personal issues are affecting the employee's work the employee can seek confidential assistance through the LifeWorks.

4. The job security or status of employees will not be adversely affected because the employee has sought the services of LifeWorks. Nevertheless, use of the LifeWorks by an employee does not exempt the employee from any possible corrective or disciplinary action, including termination, which may be warranted because of poor job performance or conduct as described in the BHSF HR Policy 5250.

5. In addition to LifeWorks, the services of the regional LifeWorks directors and Pastoral Care are available upon request to employee groups, including but not limited to the following:
   a. Critical Incident Stress Management.
   b. Bereavement Support and Outreach.
   c. Educational workshops for employees on subjects relating to problem prevention, self-help, family life education and stress management

6. The regional LifeWorks directors serve as the Baptist Health liaisons to LifeWorks to provide orientation and education about LifeWorks to Baptist Health leadership and employees; work closely with leadership, Employee Relations, Employee Health Services and departmental management when dealing with difficult cases; and work closely with the Ceridian account representative to coordinate all activities with corporate benefits, dependent care services, employee communications and employee health and wellness departments; and to interpret utilization reports from LifeWorks.

7. The Baptist Health regional LifeWorks directors may be contacted at 786-596-5433.

SUPPORTING/REFERENCE DOCUMENTATION:
N/A

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

- Baptist Administrative Policy 5250 Employee Conduct – Human Resources

ENFORCEMENT & SANCTIONS:
Violation of this policy may lead to disciplinary action, up to and including termination of employment