Employee Assistance Program

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<th>Section: Benefits</th>
<th>Policy Number: 610</th>
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<td>Responsible Office: HR/Employee Relations and Compliance</td>
<td>Effective Date: 06/01/00 Revised: 11/02/10; 12/01/11</td>
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**Scope**

All full-time administrators, faculty and staff are automatically covered by this benefit.

**Summary**

The University’s Employee Assistance Program (EAP) supports employees in many aspects of their lives, by assisting with family and care giving responsibilities, emotional wellbeing issues, financial and legal matters, health and wellness concerns, as well as everyday tasks. Employees and their family members have access to information, evaluation, crisis response, short-term counseling and referral services, all confidentially and at no cost.

St. John’s University contracts with Corporate Family Network, a nationally-recognized EAP service provider. The program offered is called More to Life™ and includes a wide range of services involving work-life balance, emotional wellbeing, and health and wellness. To access these services, employees can call the More to Life™ helpline at (888) 777-0052, or log on to http://www.moretolifeonline.com (enter the username: stj and the password: member). The member website provides continuous access to an extensive and centralized online database that offers a wealth of informative and interactive services and resources.

Professional counselors are available to employees 24 hours a day, 365 days a year via immediate phone access. In-person sessions with a counselor can be arranged at convenient locations locally and nationwide. Counselors are also available to meet with employees on the Queens campus by appointment.

Additionally, the EAP provides employees with free wellness workshops on a host of topics on-campus throughout the year, as well as online webinars and on-demand seminars via the More to Life™ website. For more information on EAP services employees can visit the St. John’s HR Work-Life website or the More to Life™ website, or call the helpline provided above.

**Referrals**

EAP referrals can be made three ways:

- **Self Referrals**—Employees and their family members can make an appointment and schedule an EAP in-person session or a telephone session. All information concerning employees who are self-referred to the EAP is kept confidential, unless the employee gives written consent to divulge information, or is believed to be a danger to himself/herself or others. While supervisors and executive staff may encourage an employee to use the program, they will not be able to verify attendance unless the employee gives his or her written permission.

- **Management/Supervisory Referrals**—These include: 1) When an employee shares a personal problem with a supervisor, the supervisor may suggest the EAP as a confidential resource; and 2) In the event an employee has performance difficulties and...
gives personal problems as the reason, the supervisor may suggest the EAP. Should the employee offer no personal explanation, the supervisor may still suggest EAP services. The goal of the latter discussion is not to determine or address personal problems, but to offer a resource that may help resolve a performance problem. The focus should remain on job performance and expectations for improvement.

- **Administrative Referrals**—This type of referral can only be made by the Office of Human Resources. An administrative referral provides a structure for communications between the employee, his or her supervisor, and the EAP. Its purpose is to get help for the employee whose job performance is suffering due to personal problems. When an administrative referral is deemed necessary and is made, the employee is instructed to schedule an appointment with a designated representative from the EAP within one week. The primary objective of this type of referral to a trusted third party is to help the employee resolve whatever barriers or issues may be impeding the employee’s ability to meet performance expectations. The University does not wish to interfere or become involved in an employee’s personal affairs; and the conversations between the EAP and employee and counselor are, and remain, confidential. The University will only be apprised as to whether the employee scheduled and attended appointments and followed the counselor’s recommendations.