

## Administrative Procedure 406

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### EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

#### Background

The Division believes in promoting the health and well-being of employees and their families through an Employee and Family Assistance Program (EFAP).

#### Procedures

1. Employees and their immediate family members may seek the assistance of the Division's EFAP provider directly or through the help of their supervisor, colleagues or Division Office Human Resources.
2. Employees can access EFAP services through their benefit provider.
3. Colleagues are encouraged to discuss with associates signs of stress or personal concerns in a confidential, sensitive manner with a view to suggesting that they seek assistance from the EFAP provider.
4. The EFAP provider is responsible for the maintenance and confidentiality of any personal records.
5. Supervisors or any other persons shall not have access to any confidential information regarding individuals seeking assistance.
6. Referrals
  - 6.1 Employees themselves shall be free to access necessary additional information and proceed for assistance with the Board's EFAP provider directly and confidentially.
  - 6.2 An employee covered under the Division's EFAP plan may seek out the service of any provider; however, the Division will not provide any financial assistance. Eligible employees of the Division and/or their immediate family members may voluntarily seek the assistance of the Division's EFAP for their personal problems or any other situation of concern. This may be done by any of three (3) ways through:
    - 6.2.1 The Division's EFAP provider directly;
    - 6.2.2 Their Principal or supervisor; and
    - 6.2.3 The school/site EFAP representative.

- 6.3 Any individual associated with a person showing signs of stress or personal problems may on his/her willingness bring to that person's attention the availability of the EFAP, preferably through friendly discussion.
  - 6.4 Should an individual display signs of personal problems or stress affecting his/her work, then his/her supervisor should bring to his/her attention the benefit of the Division's EFAP.
  - 6.5 Confidentiality and anonymity shall be adhered to throughout the entire process.
  - 6.6 Nothing in this Administrative Procedure shall be interpreted as constituting a waiver of management's right to take disciplinary measures, nor the employees' right to grieve. All these rights lie within the framework of the Collective Agreements or the Terms of Employment.
7. Case Management
    - 7.1 Client information may only be obtained from the EFAP provider with a signed release form presented by the client in person to the EFAP unless mandated by law.
    - 7.2 The Division's EFAP provider shall not report or consult with the Division in regards to any individual seeking assistance.
8. The Superintendent/designate will ensure annually that each school site has an identified EFAP representative with whom the Division HR EFAP appointee communicates, coordinates annual activities and sends links/hard copies of EFAP publications/documents.
9. Reporting Procedures
    - 9.1 The Division's EFAP provider shall supply the Division's HR Department with numbers only as to the usage and types of usage of their program (e.g. personal or job-related).
    - 9.2 The Superintendent will annually report statistical usage to the Board.
    - 9.3 An employee absence, during the work day, for the purpose of accessing the EFAP, shall be reported on school and system personnel absence report forms as a "medical appointment".



Reference: Education Act 222 Alberta Employment Standards Code Freedom of Information and Protection of Privacy Act NGPS EFAP Provider	
	Date Approved: April 1, 2021
	Reviewed or Revised: Executive: April, 2021

References shall be updated as required and do not require additional approval.

