



Regional Transit Authority

Employee Assistance Program

(HC24)

POLICY STATEMENT

The New Orleans Regional Transit Authority (RTA) is committed to maintaining a safe and healthy work environment, and supporting employees who experience personal or work-related problems. Recognizing that problems can be resolved more readily if they are properly identified and treated in a timely manner. RTA provides information, advisory and counseling services for employees and their immediate family through a professional, confidential Employee Assistance Program (EAP). Participation in the EAP may be self-initiated or by supervisor referral program utilization will be kept confidential, and no information will be released without a signed, written authorization from the employee, except as mandated by law.

PURPOSE

To help employees and their immediate family members cope with problems on the job, at school, and in the home and to promote job effectiveness and productivity. Such problems can include:

- substance abuse and co-dependency;
- family and marital conflicts;
- difficulties at work;
- emotional and behavioral problems;
- financial and legal difficulties; and
- child and elder care issues.

APPLICATION

This policy applies to all RTA employees. If a conflict occurs between this policy and a Collective Bargaining Agreement (CBA), the CBA prevails.



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APPROVED:

ADOPTED: Board Chair

Chief Executive Officer

Effective Date: _____

Date of Last Review: _____



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1.0 GENERAL

N/A

2.0 PROCEDURES

2.1 EAP Referral

- A. EAP services are provided to employees by an independent, external organization under contract with the RTA.
- B. EAP services are provided at no cost to the employee. Services include up to three (3) visits per problem for employees and/or immediate family members. The costs of additional visits or services provided as part of a referral by the EAP are the personal responsibility of the employee.
- C. The EAP provides services at locations convenient to an employee's home and worksite as well as other locations by request.
- D. When appropriate, the EAP will make referrals to individual healthcare providers and facilities through the employee's medical insurance plan. The EAP will coordinate with these providers to ensure continuity and treatment effectiveness.
- E. Use of the EAP and all information shared will be kept in strict confidence. Only collective statistical data will be provided to RTA. Personal information will not be released to anyone without a written, signed release, except as mandated by state or federal law or when a clear and present danger exists as determined by the EAP provider.
- F. Employees are expected to use EAP services on their own time. Time off from work to attend counseling is treated the same as absences due to personal illness or medical appointments.

2.1.1 Self-Referral

Any RTA employee or immediate family member may access EAP services by placing a direct call to the toll-free telephone number at 1-866-342-6892 provided in both the EAP brochure and this policy. The calling party should disclose their RTA affiliation, inform the EAP provider whether or not they are represented by a union group, and describe the present problem.



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Employee Assistance Program Carrier
United Healthcare Optum Behavioral Health
1-866-673-6315
Monday-Friday 7am-5-pm

2.2 Management Referral

Supervisors and managers may refer employees to the EAP based on:

- a request by the employee for assistance with a personal issue;
- a pattern of decline in the employee's work performance or attendance; or
- a particular on-the-job incident that indicates the possible presence of personal problems.
- Employee Assistance Program
Optum Emotional Support Help line:
24 hrs./7days a week
1-866-343-6892

If a supervisor refers an employee to the EAP for a job performance or behavior problem, the supervisor should document each referral made by using an EAP Management Referral Form (Attachment 1).

If the employee signs the release of information authorization included as a part of the form, the EAP will notify the supervisor of the employee's compliance with the EAP referral and with any treatment recommendations made by the EAP. Since the EAP is a confidential and voluntary program, the employee may choose to acknowledge receiving the referral but refuse to allow information about their compliance to be released to RTA.

2.3 Relationship between Management Referral and Discipline

- A management referral is not a substitute for discipline, but they may be combined with discipline.
- Participation in the EAP neither implies nor will result in any special privileges or exemptions from satisfactory job performance requirements.
- EAP participation does not guarantee continued employment.
- An EAP referral may be offered to the employee at each step of the disciplinary process.



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2.4 Substance Abuse Professional Services

The EAP also provides RTA with Substance Abuse Professional Services to comply with the Return-to-Duty process mandated by the Department of Transportation (DOT) regulations and RTA's Drug and Alcohol Free Workplace Policy (SAF1).

2.5 Crisis Intervention Services

The EAP provides specialized crisis counseling to employees on an individual or group basis following traumatic events.

Traumatic Incident Counseling Program (TICP). The EAP responds to notification by department chiefs of a serious accident. Services are offered to all impacted employees and are completely independent from Workers' Compensation claims. For TICP cases, the EAP provides RTA management with a status report of the employee and the services provided to grief groups: Trained grief counselors are available through the EAP to meet with workgroups following the death of a co-worker. These services can be requested through Human Capital.

3.0 DEFINITION OF TERMS

Domestic Partners - two adults, at least one of which is an RTA employee, who are in a committed relationship and have signed and filed an "Affidavit of Domestic Partnership" 1) share a common residence; 2) neither is married to someone else or is a member of another domestic partnership; 3) are not related to blood which would prevent them from being married to each other in a legal Louisiana marriage; 4) are both at least 18 years old; and 5) are both capable of consenting to the domestic partnership.

Immediate Family - consists of legal spouse or domestic partner and dependent children (adopted, natural, and step).

4.0 RESPONSIBILITIES

Employees are responsible for resolving personal problems that may adversely affect job performance. If job performance does not improve, and an employee becomes subject to termination, the employee may not use the EAP to postpone termination.

Human Capital is responsible for informing employees of the availability of the EAP; and manages the contract with the EAP provider.

Managers/Supervisors are responsible for documenting an employee referral to EAP.



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5.0 FLOWCHART

N/A

6.0 REFERENCES

- Employment Status (HC34)
- Progressive Discipline (HC25)
- Drug and Alcohol Free Workplace (SAF1)

7.0 ATTACHMENTS

1. EAP Management Referral Form

8.0 PROCEDURE HISTORY

N/A

9.0 SPONSOR DEPARTMENT

Human Capital



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Attachment 1

EMPLOYEE ASSISTANCE PROGRAM MANAGEMENT REFERRAL FORM

Employee _____ Badge# _____ Division# _____

Is referred to the Employee Assistance Program (EAP) for a performance problem. This problem involves:

The employee and I have discussed this problem, and the employee has accepted my recommendation to contact the EAP Hotline at 1-866-342-6892 within 24 hours. The employee will obtain a referral to a local counselor in order to schedule an appointment.

Signature of Supervisor _____ Phone Number _____

Print Name _____ Date of Referral _____

Signature of employee Acknowledging Referral _____

The EAP Coordinator will inform the supervisor if the employee contacted the EAP, date of appointment, and if the appointment was kept. No further details will be released to the supervisor unless employee also signs Release of Information Authorization below.

RELEASE OF INFORMATION AUTHORIZATION

I, the undersigned, hereby authorize EAP Management Referral Coordinator to release to the supervisor named above (and if necessary, RTA's EAP administrator) the following information contained in the clinical record maintained by EAP:

- Were treatment recommendations made?
- Am I complying with recommended treatment?
- Did I successfully complete the recommended treatment?

My authorization for the release of the above information is effective on the date I sign this form and will remain effective for a period of one (1) year from such date. The purpose of the disclosure by EAP to the recipient is: **To report my compliance/non-compliance with the management referral process.**



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I understand that EAP will not condition treatment or payment or the eligibility of my receiving service on the basis of my providing authorization for the requested use or disclosure, and that I may refuse to sign this authorization. To the extent that I do sign this authorization, I do so voluntarily. I understand that I have the right to inspect and copy the information that I have authorized to be used or disclosed as provided for under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations found at 45 C.F.R. § 164.254. I understand that the information used or disclosed pursuant to this authorization may be subject to redisclosure by the recipient and may no longer be protected by law.

I understand that this authorization is valid until it expires, unless revoked by me before then by sending a written notice to Com Psych. I understand that if I revoke this authorization such revocation will not be effective to the extent EAP has already relied on it to disclose the information.

Signed	_____	Date	_____
Witness	_____	Date	_____
Employee Name (print)	_____	Date	_____