



EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)

Background

The Board of Education recognizes the impact personal challenges can have on employees, trustees, and their respective families. The school district also shares this concern and takes a shared responsibility for the health and wellbeing of district personnel and their families.

Recognizing that most problems can be successfully resolved when identified early and given appropriate attention and in accordance with Board Governance Policy 3 (Foundations and Direction - Board Commitments), a joint Employee and Family Assistance Program was established. The program is administered at an operational level by an EFAP committee comprised of employee and employer group representatives and the intent of the committee is to ensure the ongoing provision of supportive, qualified, and confidential assistance to all who choose to use it.

Procedures

1. EFAP Committee

- 1.1 A permanent, voluntary, administrative committee comprised of appointed representatives from the Board of Education, the Campbell River District Teachers' Association, CUPE Local 723, and the Campbell River Principals' and Vice-Principals' Association responsible for overseeing the ongoing operation of the Employee Family Assistance Program.
- 1.2 The EFAP committee ensures:
 - The availability of the Employee and Family Assistance Program to all involved.
 - A set of program responsibilities and program access procedures which assures access to the program on a voluntary basis only.
 - The availability of EFAP representatives, through which program and contact information can be obtained.
 - A professional service located away from the worksite, which will provide confidential assessment, appropriate counselling, referral, and follow-up services for EFAP clients.
 - The maintenance of EFAP awareness for employees and training for site representatives.
 - That an annual statistics report on the EFAP is presented to participating parties.
 - That all EFAP activities strongly support client confidentiality; and
 - That wellness promotion be explored as a function of EFAP.
- 1.3 EFAP committee responsibilities include:
 - Maintenance, amendment and updating of the program responsibilities and access procedures to meet the ongoing needs of the program.
 - Interpretation of the program responsibilities and access procedures to ensure full understanding of and consistency in program operations.
 - Review of statistical reports submitted by the assessment and referral service in order to identify and address specific program concerns.

- Preparation and presentation of an annual statistical report on the EFAP to the participating parties by April 30 of each year.
- Maintenance of the required number of EFAP representatives and EFAP committee members.
- Development of a suggested annual calendar of education/awareness activities, including an action plan and budget to ensure: the training of all EFAP committee members and representatives; orientation for all supervisors, shop stewards, and safety representatives; general EFAP awareness for all new, active and retired employees and their dependents; and development of support material such as brochures, posters, etc. to promote and maintain awareness;
- Implementation of the approved annual calendar of EFAP education, orientation and awareness activities.
- Participation in EFAP representatives training; and
- Resolution of program or procedure problems.

- 1.4 The EFAP committee meets a minimum of four times per year.
- 1.5 An EFAP committee chairperson is elected from within the EFAP committee's membership. This position is alternated annually between labour and management.
2. The EFAP committee chairperson is responsible for organizing and chairing all EFAP committee meetings; forwarding any communication regarding the program to EFAP committee members; ensuring that the committee is kept informed of the district's benefits, governance policies, and operational procedures as they relate to EFAP; and ensuring that any changes in EFAP are communicated to all participating groups.
3. Each group represented on the EFAP committee appoints an individual as their coordinator. The coordinators are the designated contacts for concerns relative to their respective groups and are responsible for liaising with the contracted EFAP professional service for client requests; contacting the EFAP professional service should program issues arise; and supporting fellow employee-initiated offers of assistance.
4. Each group has identified volunteers to serve as EFAP representatives. These representatives are endorsed by the EFAP committee and trained for the position. EFAP representatives are to provide information and direction to all enquiries concerning EFAP services and to provide the committee with information and suggestions regarding any perceived program needs.
5. **Program Access Procedures**
- 5.1 This is a confidential service and an employee can contact the EFAP professional service provider directly.
- 5.2 The superintendent of schools can make a formal offer of assistance in writing, once, and in situations where there is a continued job performance difficulty believed to be affected by a personal problem. The formal offer is to be co-signed by the appropriate employee group president/chairperson, with copies provided to the employee and the EFAP professional service provider.
- 5.3 The decision to participate in EFAP is always voluntary. When an offer of assistance is made, it is not mandatory to accept the offer.
- 5.4 EFAP will not be used as any part of the district's disciplinary process.
6. Immediate supervisors are expected to provide their employees with information regarding EFAP should they recognize that an employee might require assistance.

7. The director of human resources is expected to regularly review the EFAP service delivery contract.
8. A review of and/or renewed commitment to the Employee and Family Assistance Program can be requested at any time by any of the participating groups.