

## Health Care System Policy on Participation

UNC Health Care System has a long-standing commitment to helping all employees perform more effectively. We recognize that any of our employees can develop non-job-related problems which may seriously impair work performance, health, and well-being. It is Health Care System policy to ensure that employees who experience problems that affect their work performance or well-being will be offered assistance through the Employee Assistance Program. It will be the employee's decision; however, whether to seek the services offered by the EAP.

Policy further assures the employee that participation in the program will remain confidential, and that job security and opportunities for promotion will not be affected by a request for assistance.



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## EMPLOYEE ASSISTANCE PROGRAM



### Employee Assistance Program

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For additional information or a request for assistance, you may also call 919-966-2261.

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*A Confidential Service to  
Management and Employees*

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## What is the Employee Assistance Program?

**A**s employees, we are UNC Health Care System's most valuable resource. When we are working at our best, the Health Care System is operating at its best.

Coping with a problem is a normal part of life. All of us have experienced personal problems that cause us to feel uncomfortable. Usually, with the help of family and friends we are able to resolve these problems before they have a serious impact on our lives. However, there may be a time when you feel the problem is getting the best of you. You may be feeling the pressure at home and at work. At a time like this, your EAP is available to lend you a helping hand.

The Employee Assistance Program is a confidential service designed to help you resolve your personal problems before they disrupt your personal or work life. The program is aimed at early detection and referral of personal problems including alcohol/drugs, family/marital issues, mental health concerns, and stress.

## Confidentiality

Above all, the Health Care System respects and wants to maintain the privacy of employees who are trying to handle personal problems. To this end, UNC Health Care assures the strict confidentiality of employee contacts with the EAP. Any information collected and evaluated will be done so as to guarantee the confidentiality of all employees using the service.

## Assessment

Time you spend with the EAP counselor is called an assessment. The purpose of this meeting is to determine the nature of your concerns and to help identify solutions. Working together, you and the EAP counselor will explore ways to resolve your concerns. At times, it may be necessary for you to seek additional assistance from another resource. Your EAP counselor is knowledgeable about resources both inside the Health Care System and in your community. Your EAP is committed to putting you in touch with the professionals that can provide services to meet your special needs. Every effort will be made to provide you with quality service.

## Self-Referral

Employees and family members are encouraged to use the EAP service through their own initiative whenever the need arises. If you or a member of your family is experiencing a personal problem, we want to help. Simply call the EAP representative named in this brochure.

## Supervisory Referral

Sometimes you may not be the first person to recognize the seriousness of your problem or how it may be affecting your work. Your supervisor may notice that a problem exists by observing such things as declining job performance, increased absenteeism, or changes in work habits.

When your work is affected, your supervisor must talk with you about work issues. Your supervisor may encourage you to use the EAP services to help you handle the personal concerns.

## Cost

There are no charges to employees for the initial diagnostic appointment provided by the EAP counselor. Any costs for other resources will be your responsibility. Portions of these costs may be payable under the health coverage provided through the state health plan. Your EAP counselor will provide information regarding your insurance coverage and procedures for obtaining services.

## Leave

Employees are not charged leave for initial consultation with the EAP counselor. You will need to let your supervisor know in advance that you want to use this service during working hours. However, you do not have to discuss your personal problems with your supervisor. Some employees will choose to take leave or use EAP outside of working hours so that others will not know of their involvement.