

Before we meet our clients for the first time, we want to make sure that they are fully aware of the scope and limitations of the Alliance Work Partners (AWP). In order to accomplish this, we have prepared the following list of guidelines for your review. After you have had an opportunity to review the items and feel you understand them, **please sign and date the form** and return it to the counselor. Feel free to ask for an explanation of any item which is unclear.

**Eligibility:** The program is available to all regular employees or union members and members of their household.

**Voluntary Participation:** The decision to participate in the EAP is voluntary, even though, clients may have been referred to the program by family members, union officials, representatives of management, or the medical department.

**Confidentiality:** Clients seen by AWP Affiliates should know that client information is sent by the Affiliate to the client's assigned AWP Case Manager to allow for follow-up and quality control. All records pertaining to the client will be treated with a high degree of confidentiality. Information contained in individual AWP files will not be released without the client's authorization, except under a subpoena or court order compelling disclosure. The only other times confidentiality may be broken is under the following circumstances: **(1)** there is a strong indication of child or elderly abuse or neglect, **(2)** there is a strong indication of child sexual abuse, **(3)** the client is found to be **actively** suicidal, or **(4)** there is a strong indication that the client may attempt to commit homicide.

**Compliance with Work Rules/Standards:** Employees participating in the program should not expect any special privileges or exceptions to normal work rules or performance standards. Participation in the EAP does not waive the right of any employee to use the grievance procedure within the framework of their existing contractual agreements.

**Job Security:** Employees seeking help through this program are assured that their job security and promotional opportunities will not be jeopardized solely as a result of a request for help with their problems.

**Description of Services:** The services offered by AWP include problem assessment, short term counseling, referral, and follow-up. Referrals for these services are made to qualified professional agencies and individuals in the community and financial responsibility for these services shall rest with the client. The number of visits will vary according to contractual arrangements between the employee's agency/organization and AWP. Persons who are dissatisfied with the quality or type of service received from the EAP are encouraged to express their complaint to the Director of Customer Service.

**Legal Considerations:** AWP services are meant to be short-term, with a problem solving focus. Counselors are not equipped to provide evaluations for court hearings or to appear in court on your behalf. If you have a need for an evaluation or for someone to speak on your behalf, your counselor will refer you to appropriate individuals who may be of assistance.

**Weapons:** Weapons of any kind, including guns and knives, are not allowed on AWP premises. Clients who bring weapons to AWP premises will be at risk of losing their EAP services.

**Missed Appointments:** If you must cancel an appointment please let your counselor know at least 24 hours before the scheduled appointment. **Appointments not canceled with 24 hours notice will be counted against your total number of sessions allowed.**

**I have reviewed the points listed above and understand them. Any questions I have raised have been sufficiently answered.**

▶ \_\_\_\_\_  
CLIENT SIGNATURE DATE

▶ \_\_\_\_\_  
COUNSELOR SIGNATURE DATE

▶ \_\_\_\_\_  
PRINT CLIENT'S NAME

The personal benefit of your Employee Assistance Program depends on the establishment of a relationship of trust between you, the client, and all representatives of our organization, whether they are intake staff, counselors, or administrators.

We appreciate your bringing forward any problems you may have with the service, and your patience and understanding as we resolve those problems. These are the steps we take when any grievance is lodged, whether verbally or in writing:

1. The staff person who initially receives the complaint will record basic information in a confidential database and forward the complaint to the Director of Customer Service for investigation and resolution. All complaints are addressed within 24 hours of receipt.
2. The Director of Customer Service will get in touch with you and collect all relevant information. S/he will thoroughly investigate the complaint, logging all information in the confidential database, and communicating his/her results back to you in a letter. A copy of this letter is sent to the Executive Office.
3. If you feel the complaint has not been satisfactorily resolved, you may put the complaint in writing and send it to the Executive Office. The Executive Office will contact you, investigate the issue, and resolve the problem. Involved staff and supervisors will be notified of the outcome. When appropriate, disciplinary action will be taken and documentation will be made to the personnel file.
4. The Executive Office shall be responsible for attempting to resolve in good faith any differences of opinion between you and AWP. If we are unable to resolve such difference of opinion, the parties shall resolve their differences voluntarily through mediation.
5. If mediation does not resolve the complaint, it will be referred to the AWP Board of Directors for resolution.

## ► Confidentiality of Alcohol and Drug Abuse Patient Records

The confidentiality of alcohol and drug abuse patient records maintained by this program is protected by Federal law and regulations. Generally, the program may not say to a person outside the program that a patient attends the program, or disclose any information identifying a patient as a alcohol or drug abuser unless:

1. The patient consents in writing; **OR**
2. The disclosure is allowed by a court order (not merely a subpoena); **OR**
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation; **OR**
4. The patient commits or threatens to commit a crime either at the program or against any person who works for the program.

Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs. Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.

(See 42 U.S.C. §§ 290ee-3, 290ff-3 for Federal laws and 42 CFR Part 2 for Federal regulations.)

**I have read this Confidentiality statement of Alcohol and Drug Abuse Patient Records and EAP Grievance Policy.**

CLIENT SIGNATURE

DATE

COUNSELOR SIGNATURE

DATE

PRINT CLIENT'S NAME