I. PURPOSE

To offer professional counseling assistance to all RUTGERS Robert Wood Johnson Medical School staff members and their family members who may experience personal or emotional difficulties which may affect job performance. RUTGERS Robert Wood Johnson Medical School has contracted with University Behavioral Health Care to provide this free and confidential service.

II. ACCOUNTABILITY

Under the direction of the President, the Vice President and Chief Executive Officer for University Behavioral Health Care shall ensure compliance with this policy. The Deans, Vice Presidents and Associate Vice Presidents shall implement this policy.

III. APPLICABILITY

RUTGERS Robert Wood Johnson Medical School staff members and their family members.

IV. POLICY

Through this program, the RUTGERS Robert Wood Johnson Medical School expresses a social and caring attitude about its staff member and recognizes that most human problems such as marital or family distress, substance abuse, legal problems or other concerns can be treated successfully, particularly when identified early. Early identification, treatment and resolution serve to minimize human costs and the potential of difficulty with job performance. While RUTGERS Robert Wood Johnson Medical School has no intention of becoming involved in a staff member's private life, it is our policy to provide help when a staff member requests help for personal problems or offer help when deteriorating job performance and reduced productivity suggest problems outside of the work environment may be contributing to work problems.

A. Requirements:

1. RUTGERS Robert Wood Johnson Medical School encourages staff members and their family members to utilize the professional counseling services available through the Employee Assistance Program. In addition, supervisory staff members should utilize the resources of the Employee Assistance Program as an integral part of an intervention program to deal with poor job performance.
2. The University acknowledges that use of the Employee Assistance Program does not in any way alter management's responsibility or authority as an employer.

3. Participation in the Employee Assistance Program will not in any way jeopardize future employment or career advancement; participation will not, however, protect the staff member from disciplinary action for continued substandard job performance or rule infractions.

B. Confidentiality:

1. All information shared with the Employee Assistance counselor is strictly confidential.

2. No records of staff member participation or the content of their discussion with the Employee Assistance Program and its staff member are kept in the medical or personnel records.

3. No release of information is made to anyone without specific written consent of the staff member concerned, except where required by law.

4. All information regarding a staff member or family member's participation in the Employee Assistance Program is part of the clinical record maintained by University Behavioral HealthCare-Managed Care Resources and is subject to state and federal confidentiality laws governing such medical records.

C. Sessions:

1. Appointments with the Employee Assistance Program should be scheduled during non work hours.

2. Each staff member and his/her family member is entitled up to three (3) free, confidential consultation sessions, per problem, with the Employee Assistance Program. The Employee Assistance Program is staffed by experienced professionals who are prepared to help with any type of behavioral health problem. If the concern is outside the Employee Assistance Program counselor's area of expertise, or if there is a need for longer term treatment, the Employee Assistance Program counselor will (with the Employee Assistance Program client's consent) make a referral for appropriate services.

D. Referal Procedures:

1. Self Referrals

   a. The staff member or family member may request an assessment/evaluation by contacting University Behavioral HealthCare-Managed Care Resources (EXHIBIT I).
b. An appointment will be scheduled within three days, where mutual schedules permit. Emergencies will be seen immediately.

c. Following the initial assessment, referral for treatment or service will be made to appropriate providers in the community if this is deemed appropriate. Referrals will be based on clinical need, geographical convenience and health plan considerations.

d. At no time will the names of staff members or their family members be revealed or acknowledged to the University without written consent.

2. Supervisor Referrals

a. Supervisors and management personnel are responsible for observing job performance and, when appropriate, referring the staff member to the program based upon decline or difficulties in job performance. A referral form can be obtained from the Employee Assistance Program.

b. The decision to seek and/or accept help is entirely the responsibility of the staff member. No attempt will be made to force or require staff members to use the Employee Assistance Program. Whether help is sought or not, each staff member will continue to be judged on the basis of his/her job performance. No special advantages or disadvantages will accrue because a staff member participated in this program. This policy does not constitute a waiver of management responsibility to maintain appropriate performance standards or to take disciplinary action when necessary. Nor does this policy constitute a waiver of any staff member rights under law or the Collective Bargaining Agreements.

c. The supervisor will be requested to provide the Employee Assistance Program with written documentation specifying the staff member’s job difficulties; action taken thus far; and consequences of failure to correct performance problems.

d. All information shared with the Employee Assistance counselor is strictly confidential.

e. The content of all sessions is confidential and will not be released to management or other individuals without the specific written consent of the staff member.

f. With the staff member’s consent, the referring supervisor will receive feedback from the Employee Assistance Program reporting whether the staff member has followed through with the referral by attending an Employee Assistance Program consultation session. No other personal or diagnostic information will be supplied unless specifically authorized in writing by the staff.
member and a release of information has been signed listing the specific information to be released. This information will not be included in the staff member's Human Resources file nor any files maintained by the staff member's department.

V. EXHIBIT I

Contact Numbers for Employee Assistance Program

<table>
<thead>
<tr>
<th>Campus</th>
<th>Phone Number</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newark</td>
<td>(973) 972-5459</td>
<td>8:30 a.m. - 5:00 p.m.</td>
</tr>
<tr>
<td>Piscataway/New Brunswick</td>
<td>(732) 235-5930</td>
<td>8:30 a.m. - 5:00 p.m.</td>
</tr>
<tr>
<td>Stratford/Camden</td>
<td>(609) 770-5750</td>
<td>9:00 a.m. - 5:00 p.m.</td>
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Approved by GMEC on 2/23/99