



Institutional Handbook of Operating Procedures
Policy 03.07.03

Section: Human Resources	Responsible Vice President: Vice President of Human Resources and Chief HR Officer
Subject: Employee Health	Responsible Entity: Employee Assistance

I. Title

Employee Assistance Program

II. Policy

The Employee Assistance Program (EAP) provides confidential, professional assistance to help UTMB employees and their immediate family members resolve problems that affect their personal lives or performance on the job.

UTMB complies with applicable federal and state laws and regulations and strives to maintain an environment which does not discriminate against applicants or employees on the basis of race, color, national origin, sex (including pregnancy), age, religion, disability, sexual orientation, gender identity or expression, genetic information, or veteran status.

III. Application

UTMB recognizes that alcoholism, drug dependency, and emotional problems are illnesses for which there are effective treatments and rehabilitation. UTMB supports any employee seeking appropriate assistance for these or other problems through the EAP.

IV. Confidentiality

Confidentiality is guaranteed to any employee who uses the counseling or work-life services of the program. The specific nature of an employee's problem will not be discussed with supervisors or any other employee. Any records maintained by the EAP will be secured. Only employees of the EAP will have access to these records. Any contact between the EAP and an employee is confidential, unless the employee releases the EAP to provide information to a supervisor or a treatment provider. The only circumstance under which confidentiality may be suspended is if, in the judgment of EAP staff, an employee represents a threat to himself or others, or unless otherwise required by law. EAP staff aware of child or elder abuse must report the employee to the proper authorities.

V. Self-Referrals

Employees are encouraged to seek assistance for a personal problem by contacting the EAP staff before job performance is impacted. Problems treated early are usually simpler to resolve. Self-referrals are confidential, and no contact is made between the EAP and supervisors.

Supervisors may refer employees to the EAP based on deteriorating or unsatisfactory job performance. An employee is expected to accept a referral to the program and attend the initial appointment. The decision to accept subsequent referrals for treatment are voluntary and are the personal responsibility of the employee. Supervisory referrals may be made by contacting the EAP by telephone or online.

VI. Job Performance

1. Employees will not be discriminated against because of their utilization of the EAP.

2. The EAP supplements, but does not replace, the existing procedures for dealing with deteriorating or unsatisfactory job performance.
3. Employees participating in the program will be expected to meet existing job performance standards and established work rules. As long as the employee's job performance is acceptable, no disciplinary action will be taken if an employee chooses not to accept the assistance offered. However, regardless of whether or not an employee seeks help through the EAP, the usual disciplinary procedures for poor job performance will be followed if an employee's job performance continues to be unsatisfactory.

VII. Related UTMB Policies and Procedures

[IHOP - 03.01.09 - Discipline, Dismissal and Appeal for Classified Employees](#)

VIII. Dates Approved or Amended

<i>Originated: 12/01/1990</i>	
<i>Reviewed with Changes</i>	<i>Reviewed without Changes</i>
04/08/2013	04/27/2017
	03/23/2021

IX. Contact Information

Employee Assistance Program
(800) 346-3549

HR Employee Relations
(409) 772-8696