Center of Alcohol Studies
Pamphlet Series

Employee Assistance: Policies and Programs

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By

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Employee Assistance

About the Authors
WHAT IS AN EMPLOYEE ASSISTANCE PROGRAM?

This program describes how to help working people with problems.

Since so much of our lives revolves around the work environment, a key to assistance for problems is found in this setting. It is not only a place we go to work, but also to make friends, to socialize and work. In many instances, our work defines us.

Although every person faces occasional problems in his or her per-

The lives of most Americans today center around work. "More than

"All work is as seed sown: it grows and spreads, and some is lost.

Livingston

Thomas Carlyle on Boscowitz
HISTORY OF EMPLOYEE ASSISTANCE PROGRAMS

The first employee assistance programs began to emerge in the 1960s. They were primarily developed in response to the growing number of employees seeking help with personal and work-related problems. The programs were often administered by the employer, and their goal was to provide support and counseling to employees in order to help them deal with stress, alcohol and drug abuse, and other personal issues. These early programs were often informal and did not have a formal structure or funding. By the late 1970s, more formal employee assistance programs began to emerge, with specific funding and support. These programs provided a range of services, including counseling, referral, and support groups. Today, employee assistance programs are widely recognized as an essential component of workplace wellness and are provided by a variety of employers, both public and private. They are designed to help employees deal with a wide range of personal and work-related issues, and to improve their overall well-being and productivity.
consistent. Separation of duties, 4 social and legal problems. Such kinds of problems arise from age, culture, religion, education, and all other factors. 2. Protection of property. 3. Material conditions. 4. Natural forces. 5. Economic conditions. 6. Personal characteristics. 7. Other factors such as education, income, etc.

Problems Affecting Employees

Problems affecting employees are caused by various factors. These factors include poor working conditions, lack of motivation, inadequate training, inadequate compensation, and other factors. These problems can lead to employee dissatisfaction, which can affect the overall performance of the organization.

Role of Management and Labor

To solve these problems, both management and labor need to work together. Management needs to provide a conducive working environment, while labor needs to contribute to the overall success of the organization. This cooperation is essential for the success of any organization.

Programs for Employee Assistance

Employee Assistance Programs (EAPs) are programs designed to help employees deal with personal and professional problems. These programs are usually provided by employers and are confidential. The goals of EAPs are to assist employees with personal problems, improve performance, and reduce work-related stress. EAPs typically provide counseling, referral services, and other support.

Program Elements

The structure of Employee Assistance Programs includes the following elements:

1. Assessment of the nature and extent of the problem
2. Development of an action plan
3. Support and follow-up
4. Referral and follow-up
5. Evaluation of the program's effectiveness

These elements are crucial for the success of an EAP program. The evaluation of the program's effectiveness helps to determine the program's success and makes necessary adjustments to improve the program.
Drug Problems, as with school, physical or emotional problems, may become clinically significant over time. They can interfere with normal functioning and require intervention. Drug problems may show in the form of difficulty concentrating, irritability, restlessness, or poor performance in school or work. They can also lead to physical health problems, such as liver damage, heart disease, or respiratory problems. Long-term drug use can lead to dependence and withdrawal symptoms, which can be severe and life-threatening. Early intervention is critical to prevent these problems from escalating.

Family Problems, as with school, physical or emotional problems, may become clinically significant over time. They can interfere with normal functioning and require intervention. Family problems may show in the form of difficulty communicating, irritability, restlessness, or poor performance in work or school. They can also lead to physical health problems, such as liver damage, heart disease, or respiratory problems. Long-term drug use can lead to dependence and withdrawal symptoms, which can be severe and life-threatening. Early intervention is critical to prevent these problems from escalating.
the solution to the problem is known and understood by employees and managers. Some organizations do not have a written policy, believing that their procedures are sufficient to handle the majority of issues that arise.

9. Since employee work performance can be affected by the procedures, it is important to have a well-defined policy that outlines clear steps to address performance issues.

10. If the problem is not resolved through normal procedures, it may be necessary to involve higher-level management.

B. It will be the responsibility of the employer to resolve any human resource issues.

C. If an employee's family is involved in the problem, it may be necessary to consult with a professional or seek legal advice.

D. Employees who have a problem should be encouraged to seek counseling or other resources to address their issues.

E. The use of annual leave without pay (ALWLP) is an option for employees who need time away from work due to personal issues.

F. Conflicts should be resolved in the highest degree of confidentiality and recorded in a confidential manner, ensuring that such information is protected from use in subsequent employment actions.

3. The purpose of this policy is to ensure employees that if such problems occur, they will receive prompt and professional attention.
The Employee Assistance Program is the mechanism for implementing and enforcing the company’s health and safety policies. It is also important that employees be made aware of the program and its provisions. The process of identifying and addressing the employees who need assistance is critical to the success of the program. The Employee Assistance Program must be able to provide guidance to the employee and to the employer in order to help them identify the specific needs of the employee and to develop a plan of action. The program must be able to provide the employee with the necessary resources and support to help them overcome the challenges they are facing. The Employee Assistance Program must be able to provide the necessary support and resources to help the employee return to work as quickly as possible.
HOW SUCCESSFUL ARE EAPs?

The effectiveness of EAPs has been evaluated by looking at many different indicators of success. Including: productivity, turnover, accident rates, absenteeism, and legal claims.

1. Productivity: A review of studies suggests that productivity losses attributable to employee stress can be reduced by implementing EAP programs.
2. Turnover: Reduction in turnover is a key benefit of EAPs, as they help employees cope with personal and work-related stress.
3. Absenteeism: EAPs can help reduce the number of days an employee is absent due to work-related stress.
4. Legal claims: EAPs may help reduce the number of lawsuits filed against the employer due to workplace issues.

Evaluation

To effectively evaluate the success of an EAP, it is important to measure the outcomes of the program. This can be done through surveys, interviews, or direct observation. The results can be used to make adjustments and improvements to the program.

Conclusion

In conclusion, EAPs are an effective tool for managing workplace stress and improving employee well-being. They can help reduce turnover, absenteeism, and legal claims, while also improving overall productivity.

References

References
About the Center of Alcohol Studies

The Center of Alcohol Studies was founded at the University of Pennsylvania in 1941. The Center has been home to a number of important studies in the field of alcoholism, including the work of Morris J. Holleran, who was the Center's first director. The Center has played a key role in the development of the field, and has been involved in the support of research on alcoholism and related issues.

Additional Reading