

ADMINISTRATIVE PROCEDURE MANUAL		
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EMPLOYEE ASSISTANCE PROGRAM (EAP)	03-1301	1 OF 2
BASED ON BOARD OF TRUSTEES' RULE AND TITLE	DATE REVISED	
6Hx7-3.45 Benefits Programs	December 18, 2024	

Purpose

The purpose of this procedure is to outline the process to be followed for or by an employee who desires or is deemed in need of the services of the Employee Assistance Program (EAP) or the services of a licensed counselor. This procedure also designates the outsourced provider’s notification requirement in the event an employee is deemed to be a potential threat to others.

Procedure

- A. An employee may find assistance with, but is not limited to, the following:
 - 1. Drug or alcohol problems
 - 2. Emotional/psychological distress
 - 3. Family communications
 - 4. Legal problems
 - 5. Financial difficulties
 - 6. Stress

- B. Florida State College at Jacksonville (FSCJ) will provide a program for using the services of an outsourced counseling provider. The provider is an independent agent, and therefore, the consultation service is confidential and without cost to the employee for the contracted number of visits per year for the employee and each immediate family member.

- C. Participation
 - 1. Self-Referral - An employee may directly initiate contact with the employee assistance provider at any time without contacting a College employee. Consultation sessions will be delivered either face-to-face or telephonically through the crisis line for urgent care. If it is determined that services beyond the College’s employee assistance plan are needed, a facilitated referral from the employee assistance provider will be made to the employee’s insurance provider or community-based service provider.
 - 2. Supervisor Referral - A supervisor may refer an employee to the employee assistance program at their discretion when deemed warranted by an employee’s behavior or performance. The supervisor must consult with the Employee Relations office prior to contacting the employee assistance provider. The supervisor will contact the employee assistance provider, identify the employee and ask for a confirmation when the employee makes contact. The supervisor will inform the employee of the referral, and the expected timeframe in which the employee must make contact with the employee assistance provider. Failure to comply may result in disciplinary action.

- D. Notification Requirement - The employee assistance provider is required to notify the Chief Human Resources Officer (CHRO), or designee, of any employee consultation that indicates the employee is a threat to others. The CHRO will then contact the appropriate administrator(s).



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REFERENCES: F.S. 110.1091, 440.102, 1001.64, 1001.65

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