



INDIANA UNIVERSITY

UNIVERSITY HUMAN RESOURCE SERVICES

IU EMPLOYEE ASSISTANCE PROGRAM (IUEAP)

*Full-time Academic and Staff Employees
Summary of Plan Provisions*

JANUARY 2012

For Full-time Academic and Staff Employees

Today's world can be stressful. Balancing the needs of work, home and family are difficult. Often stress is temporary, but sometimes ongoing stress can interfere with everyday well-being. IUEAP was established to provide professional help in regaining perspective and balance when day-to-day activities are interrupted by stress. IUEAP services are confidential and voluntary. Some common reasons employees and their family members use IUEAP services include:

- Depression
- Drug and alcohol abuse
- Stress and anxiety management
- Family and marital problems
- Grief and loss
- Conflict in the workplace

Accessing Care

Obtaining IUEAP services starts with a phone call: 888-234-8327 or 317-962-2622.

- 24-hour person-to-person phone access (Helpline)
- Multiple locations state-wide
- 7-days-a-week, 365-days-a-year service
- Emergency appointments

A qualified and caring IUEAP professional will make an initial assessment, and help to determine how IUEAP may help. IUEAP clinical staff have a wide range of experience, with expertise in areas such as depression, alcohol and drug dependency, stress, and family and marital problems. IUEAP professionals also hold specialties in child and adolescent behavioral counseling, as well as marriage and family therapy. Every IUEAP counselor is state-licensed with multiple years of experience. Depending on the need, a referral may be made to either an IUEAP network licensed clinician for face-to-face problem-solving visits or to another local agency or resource. Sometimes, an issue may require more than an appointment with IUEAP. If a problem requires long-term care or clinical services beyond the scope of IUEAP, your counselor will help you find appropriate resources. A counselor can help coordinate a referral to a mental health or substance abuse professional for treatment.

Eligibility

All full-time Academic and Staff employees and Medical Residents are eligible for IUEAP. Covered individuals also include members of the employee's household.

Covered Services

- A 24-hours a day, 365 days a year telephone helpline to access services. Participants can briefly discuss their problem and schedule an appointment to see a counselor within 48 hours.
- In an emergency, a counselor can be available within minutes, or if required, a face-to-face appointment will be arranged with a qualified counselor to stabilize the situation.
- With an EAP referral, participants are eligible for a maximum of six face-to-face visits per year with a Master's prepared counselor located near each campus.

For Supervisors of Full-time Academic and Staff Employees

Sometimes supervisors find themselves dealing with employees exhibiting problematic behaviors in the workplace. Supervisors may use IUEAP services as a resource for guidance in dealing with a troubled employee.

Supervisor Consultations

IUEAP professionals can provide coaching by telephone for:

- communicating effectively with a troubled employee
- confronting a problem employee constructively
- identifying signs and symptoms of substance abuse in the workplace
- determining if an employee referral to IUEAP is appropriate, or
- other issues that concern supervisors.

Crisis On-Site Response

In the event of a traumatic situation in the workplace, such as accidental death, suicide or violent crime, the IUEAP can arrange for onsite counselors to do critical incident debriefing.

Supervisors may contact IUEAP at 317-962-2622 or 888-234-8327.

Confidentiality is of the highest concern to Indiana University. All contacts with IUEAP are held in confidence in accordance with state and federal laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Using IUEAP services will not be recorded in your personnel record at work and your job security will not be jeopardized. In the event that your employer asks you to contact IUEAP for assistance, IUEAP will notify the referring supervisor whether or not you keep your first appointment. After that, no further information will be shared without your written consent.

Although IUEAP professionals are trained to protect your confidentiality, they are also trained to protect lives. In accordance with the law, IUEAP counselors must report child or elderly abuse, respond when subpoenaed, and disclose information to protect against criminal acts or threats or when an employee is suicidal, homicidal, or gravely ill.

The university's HIPAA Notice of Privacy Practices is given to employees eligible for IUEAP benefits and can be found at www.hr.iu.edu/benefits/needknow.html.

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