EMPLOYEE ASSISTANCE PROGRAM (EAP)

Overview
The Health Science Center recognizes that work-life balance, psychological, emotional and behavioral problems are situations for which there are effective interventions, treatments and solutions. Faculty and staff seeking help for these or other problems may use UT Advantage Faculty and Staff Assistance and Worklife Solutions Program (UT Advantage).

Eligibility
UT Advantage provides counseling, information and referral assistance to Health Science Center benefit eligible faculty and staff (employee) and their immediate family members living in the employee’s home.

Confidentiality
1. Confidentiality is guaranteed to any employee using the services of UT Advantage.

2. The specific nature of the employee’s or family member’s problem will not be discussed with supervisors or any other employee.

3. Any records maintained by the UT Advantage provider will be secured.

4. Any contact between the UT Advantage and an employee is confidential unless the employee releases the UT Advantage to provide information to a supervisor or treatment provider.

5. The only circumstance under which confidentiality may be suspended is, if in the judgment of UT Advantage, an employee represents a threat to himself or others, or unless otherwise required by law.

Referrals
Self Referrals - Employees are encouraged to seek assistance for a personal problem by contacting UT Advantage before job performance and/or work-life balance is impaired. Self-referrals are confidential and no contact is made between UT Advantage and Health Science Center management.
Supervisor Referrals – Supervisors may refer their employees to UT Advantage based on documented unsatisfactory job performance. The decision by the employee to accept a supervisor’s referral to UT Advantage is voluntary and is the personal responsibility of the employee. The referral to UT Advantage should be completely confidential. While the supervisor is prohibited from contacting UT Advantage regarding the employee, UT Advantage can contact the supervisor provided that the employee has given consent.

Assistance for Managers and Supervisors

Managers and supervisors dealing with employee relations issues should contact the Office of Human Resources (OHR) for assistance. The OHR Consultant working with the manager or supervisor may ask UT Advantage for additional assistance in dealing with the issue and may refer the manager or supervisor to UT Advantage for consultation in resolving the matter.

Job Performance

1. Employees will not be discriminated against because of their utilization of UT Advantage.

2. UT Advantage may supplement but does not replace the existing procedures for dealing with declining or unsatisfactory job performance.

3. Regardless of whether or not an employee seeks help through UT Advantage, the usual disciplinary procedures for poor job performance will be followed if an employee’s job performance remains unsatisfactory.