

STATEMENT OF EAP SERVICES

All Points EAP & Organizational Services, Inc.

To be read and signed by all clients age 14 and older

SERVICES and ELIGIBILITY ▪ Your employee assistance program (EAP) provides assessment, short-term consultation, referral, and follow-up to help resolve personal and work concerns. EAP is available to all eligible employees and their immediate family members.

FEES ▪ EAP is offered at no cost to you. If a referral for services outside of EAP is recommended, we will help you locate an appropriate resource. It is the client's responsibility to pay for any service(s) outside the EAP. Some outside services may not be medically necessary and therefore may not be covered by your insurance. We will work with you to clarify your benefits; however, it is your responsibility to verify insurance coverage and costs. Signing this agreement grants us permission to contact your insurance provider to coordinate benefits.

EAP may charge for court-related services (such as consultations with lawyers or attendance at court proceedings) as these are not standard EAP services. Please ask for more information if you believe this may apply to you.

CONFIDENTIALITY and RELEASE OF INFORMATION

Information acquired through EAP participation will not be given to anyone outside EAP without the client's consent, except as required or permitted by law or as described below:

- Suspected abuse of children or disabled adults is required to be reported to the Dept. of Social Services.
- Dangerous situations: EAP may disclose information to prevent harm to self, another person, or property, or if it appears that an illegal act or threat of such has been committed against the employer or EAP.
- Compliance with a court order.
- In couples/conjoint counseling, all parties may be required to consent to the release of confidential information.
- Holders of security clearances or other persons who are judged to be of danger to self, others or a threat to the security of the company or to national security.

SUPERVISOR / EMPLOYER REFERRALS ▪ If an employer refers an employee because of a work-related issue, EAP will confidentially advise the referral source regarding whether the employee kept the appointment. Except as otherwise discussed here, no further information will be released without the employee's consent. An employee's participation in the EAP is voluntary, unless his/her employer determines otherwise.

COMPLIANCE WITH EMPLOYER POLICIES, WORK RULES and STANDARDS ▪ Employees participating in the EAP should not expect any special privileges or exceptions to employer policies or practices. EAP participation does not affect management's right to take disciplinary measures nor does it interfere with the employee's right to use the grievance procedure within the framework of existing policies or agreements.

I have read this Statement of Understanding and understand its contents. I have also received a Notice of Privacy Practices.

Client signature(s) _____ Date _____

Witness _____ Date _____

For internal use only:

Check here if SOU and NPP were mailed to client requesting signature to confirm receipt. Original form should be retained in EAP file.

Mailed by _____ on _____
(Name of sender) (Date)