

North Dakota State University

Policy Manual

SECTION 134

FACULTY/STAFF ASSISTANCE

SOURCE: NDSU President

North Dakota State University recognizes that a wide range of personal problems may affect employees' work performance. Such problems typically relate to family, finances, marriage, legal matters, career decisions, personal concerns, and alcohol/drug abuse. In many instances the individual handles such personal problems independently and the effect on job performance is negligible. In other cases, normal supervisory assistance serves as either motivation or guidance in resolving the problem so that the employee's performance on the job will return to an acceptable level. However, normal supervisory efforts are not always sufficient to correct unsatisfactory job performance.

The Faculty/Staff Assistance Program (FSAP) of North Dakota State University is designed to assist faculty, staff, and their families with personal problems that impair job performance. This program provides problem assessment and short-term counseling and referral to community resources when deemed appropriate.

The Faculty/Staff Assistance Program of NDSU is provided by The Village Employee Assistance Program. The Village EAP has offices located throughout North Dakota and Minnesota as well as through an international network of approved providers.

1. Confidentiality

- 1.1 All help will be provided in complete confidence between the FSAP professional and the faculty, staff, or family member receiving assistance. All records are maintained by the FSAP provider. They will not be released without the expressed, written consent of the employee. Any record released to NDSU by the employee will not become part of the faculty or staff member's official personnel file.

2. Eligibility

- 2.1 Regular, benefited faculty and staff and their household members and dependents up to age 26 years of age are eligible to use the program.

3. Referral Procedures

3.1 *Supervisory Referrals*

- 3.1.1 The supervisor is in the best position to observe the employee's job performance. It is the supervisor who observes behavioral changes through such objective measures as poor attendance, reduced productivity, and increased errors or accidents on the job. Often these problems can be handled by the supervisor working directly with the employee. However, if the resolution of the problem is beyond the resources of the supervisor, the supervisor may inform the employee that his/her work performance had declined and suggests that he/she take advantage of the assistance offered through the FSAP. Since diagnosis of the problem is not the responsibility of the

supervisor, the supervisor is encouraged to make the appropriate referral after observing work performance. After the referral is made and the employee does not participate in FSAP or the work performance does not improve, the supervisor may take normal corrective or disciplinary action and bring the matter to the attention of the next supervisory level.

3.1.2 A comprehensive orientation program will be available to supervisors to enable them to better recognize behavior changes and to initiate referral.

3.2 *Self Referrals*

3.2.1 The faculty or staff member may decide to ask the immediate supervisor for help in efforts to seek assistance. In this case the supervisor is expected to help the employee find assistance.

3.2.2 The faculty or staff member may seek help on his/her own directly from a FSAP professional. No contact with NDSU will be made by the FSAP professional.

3.2.3 When appropriate, sick leave may be granted for treatment or rehabilitation on the same basis as for all other health problems. Annual leave or leave without pay may also be considered for use when necessary.

4. **Services**

Any NDSU faculty, staff, or household member may arrange service.

4.1 Appointments may be made by calling the FSAP provider office at 1-800-627-8220. Arrangements will be made for the faculty, staff or household member to see a counselor in Fargo or other available locations.

4.2 A counselor is available 24 hours a day, seven days a week, to address any emergency or crisis situation by calling 1-800-627-8220.

5. **Cost**

5.1 The cost for assessment, short-term counseling and referral is covered by NDSU. If costs are incurred for other services not covered by this problem or other benefits, those costs will be the responsibility of the faculty or staff member.

HISTORY:

New	July 1990
Amended	April 1992
Amended	August 1997
Amended	November 2005
Amended	November 21, 2011
Housekeeping	July 12, 2013