

Ohio Employee Assistance Program Statement of Services

The Ohio Employee Assistance Program (OEAP) serves walk-in clients. Every walk-in client is required to complete and sign documents at the time of their initial visit. Included within the Statement of Services information are: 1) the signature page of the Statement of Services which confirms you have received and reviewed the applicable documents within this package; 2) OEAP Walk-In Service Form; and 3) OEAP Notice of Privacy Practices.

Walk-in clients will meet with an available on-call OEAP Consultant. The OEAP Consultant will also ask you if you are visiting OEAP on work time. If you are visiting on work time, it is important that you receive approval from your supervisor to be away from your workplace to visit OEAP. Employees who visit the OEAP during breaks or lunch are not required to notify their supervisor of the visit.

VOLUNTARY PARTICIPATION

The Ohio Employee Assistance Program is available to provide: information, consultation, support and referral services for State of Ohio employees, their immediate family members, disabled and retired State employees. The OEAP does not provide on-going counseling services, but if services are needed beyond what the program can provide, an OEAP Consultant will assist in connecting you with an appropriate referral. OEAP staff work closely with the United Behavioral Health (UBH), which is managed care company that is under contract with the State of Ohio to provide mental health and chemical dependency services. If there are cases of an employee attempting to use OEAP in this manner, the case will be reviewed by management on a case by case basis to determine the best resolution, while still supporting the client.

Your decision to receive OEAP services is strictly voluntary even if you were referred to the program by family members, human resources, labor relations, management and/or union representatives.

A record will be created in the case tracking system for all walk-in clients. Paperwork for walk-in clients will be maintained for 5 years in accordance with state records retention practices.

CONFIDENTIALITY

It is the policy of OEAP to treat any information and documentation received in the strictest of confidence. All OEAP records are confidential and not part of your personnel file. All records are stored in a secured file cabinet and room, which are only accessible to OEAP staff. As part of the OEAP Confidentiality Policy, information contained in the case records will not be released to any requesting party without your written consent, except under court order compelling disclosure (ORC 3701.041), as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) or where life or safety is seriously threatened.

EXCEPTIONS

There may be circumstances that lead to an exception in the confidentiality policy, the following conditions are considered exempt from the confidentiality policy:

- a) Medical emergencies requiring information to appropriately handle the emergency.
- b) Reported or suspected abuse (e.g., physical, sexual or emotional abuse) and/or neglect of children, or the elderly for which the State of Ohio’s laws require such cases to be reported to a county child protective agency, or adult protective services.
- c) Potential harm, danger, or threat of injury or death to oneself or another person, in which case the OEAP may advise the proper law enforcement and medical/safety authorities (e.g., police or rescue squad) and/or intended victim.
- d) According to ORC 3701.041.C, if authorized by an appropriate order of a court of competent jurisdiction granted after a showing of good cause. In determining good cause, the court shall weigh the public interest and the need for disclosure against injury to the person who is the subject of the record and to the employee assistance program. Upon granting such an order, the court shall, in determining the extent to which the disclosure of all or any part of any record is necessary, impose appropriate safeguards against unauthorized disclosure. A court-ordered subpoena issued by a judge after a hearing shall be responded to immediately. However, a subpoena issued by a court from an attorney (without a hearing) may require the Department of Administrative Services (DAS) General Counsel to contact the Attorney General’s Office to contest the subpoena.
- e) Verification of an employee’s visit to OEAP during work time without supervisor notification or approval. When employees who visit OEAP on work time fail to notify their supervisor, the employee must provide proof of their visit, when requested by an employer representative. In this case, the employee can request written documentation to verify that the employee did visit OEAP. The verification letter will be provided on OEAP letterhead indicating the time and ate of their visit.

OEAP staff will adhere to all policies regarding client confidentiality, and unless there is a threat to self or others, no information will be shared with another party.

QUALITY SERVICE

The OEAP strives to provide you with the best services available. If you are not satisfied with the assistance you receive, we encourage you to report this immediately to OEAP management.

I have read the Statement of Services information and understand its content. I have also received a copy of the State of Ohio EAP Notice of Privacy Practices, which explains all my privacy rights. I understand I may call the OEAP at 1-800-221-6327, if I have any questions.

Client Signature

Date

Client Printed Name