

OEAP Client Walk-In Policy

Purpose

To assist employees with problems that require immediate attention, the Ohio Employee Assistance Program (OEAP) shall be available to discuss an employee problem or issue.

Policy

Employees may be allowed time off during work to visit OEAP. If the employee opts not to ask his/her supervisor for time off during work time, an appointment shall be made during non-work time (i.e., break or lunch). OEAP shall serve walk-in clients, and those clients are required to sign documents at the time of their initial visit. Those documents include: a Statement of Services form, Walk-in form, and the OEAP Notice of Privacy Practices document.

Procedures

The following are the procedures for responding to walk-in clients:

- 1) Walk-in clients shall meet with an available on-call OEAP Consultant. If the on-call OEAP Consultant is not available (due to the person assisting another client), the OEAP Management will assign the walk-in client to an available OEAP Consultant to meet with the client.
- 2) The OEAP Consultant shall review all completed paperwork with the walk-in client, including asking the client if they are visiting OEAP on work time. If an employee is on work time, the OEAP Consultant shall confirm that the employee has obtained approval and/or notified his/her supervisor of their visit to OEAP.
- 3) Employees who visit the OEAP during their breaks are not required to notify their supervisor of the visit.
- 4) OEAP does not provide on-going counseling. In situations where employees are attempting to use OEAP walk-in services on an on-going basis, this matter will be reviewed by Management on a case-by-case basis to determine the best solution for supporting the client.
- 5) A record will be created in the case tracking system for all walk-in clients.
- 6) Paperwork for walk-in clients will be maintained for 5 years in accordance with records retention practices.

Exception to Confidentiality

When an employee visits OEAP on work time, but fails to notify and get approval to be away from the work area his/her supervisor the employee shall be required to provide proof of their visit, if requested, by an employer representative. In this situation, the employee must request written documentation to verify that the employee did visit OEAP. A verification letter will be provided to the employee (on OEAP letterhead) indicating the time and date of their visit.

Applicability

This policy and procedure applies to all OEAP walk-in clients, EAP staff and employer representatives. All employer representatives and walk-in clients shall adhere to the procedures contained within the policy. In addition, management shall enforce and comply with the policy and procedures established for OEAP staff. The OEAP policy supersedes any prior policy or past practice.

Approved by: _____ **Date:** _____

Approved by: _____ **Date:** _____

Table of Effective Changes			
Version	Effective Date	Superseded / Modified	Significant Change
1	07/23/2012	NA	First Issuance
2	7/12/13	NA	Updates