

**OEAP Walk-In Procedure Guidance**

<b>Guidance Number:</b> OEAPWalk-In2014	<b>Effective Date:</b> 05/05/2015	<b>Approval Signature(s):</b>  
<b>Supersedes Guidance Dated: 7/23/12</b>		

**I. 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.

**II. General Process**

Employees may be allowed time off during work to visit OEAP. If the employee decides not 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.

**III. Procedures**

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

- A. 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 Benefits Manager or OEAP Administrator will assign the walk-in client to an available OEAP Consultant to meet with the client.
- B. The OEAP Consultant shall review all completed paperwork with the walk-in client, including asking the client if they are visiting OEAP during 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.
- C. Employees who visit the OEAP during their breaks are not required to notify their supervisor of the visit.
- D. 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 the OEAP management on a case-by-case basis to determine the best solution for supporting the client.
- E. A record will be created in the case tracking system for all walk-in clients.
- F. Paperwork for walk-in clients will be maintained for 5 years in accordance with records retention practices.

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**IV. Exception to Confidentiality**

When an employee visits OEAP during work time, but fails to notify or obtain approval from his/her supervisor to be away from the work area, the employee may be required to provide proof of their OEAP visit, if requested, by an employer representative. In this situation, the employee must request written documentation to verify 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.

**V. Applicability**

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

<b>Table of Effective Changes</b>			
<b>Version</b>	<b>Effective Date</b>	<b>Superseded / Modified</b>	<b>Significant Change</b>
1	07/23/2012	NA	First Issuance
2	7/12/13	NA	Updates
3	5/5/15	NA	Updates