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Publication of Wayne Corporation- Employee Assistance Program  
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Q. Every employee in our work unit knows about the employee assistance program. EAP staff visited our office to provide an orientation and overview of the program about five years ago. Is there any value in having a second visit or a refresher about the program?

A. Having staff from the EAP provide another overview and refresher on their services is invaluable. While many employees may be familiar with the EAP, a visit can reignite awareness and encourage greater utilization of its resources, especially during challenging times at home or work. In today's fast-paced environment where numerous distractions vie for our attention, a proactive approach to promoting the EAP is essential. This is a basic marketing principle. By inviting EAP staff to your office, you help reinforce the importance of mental health services, but you also allow employees to see the staff, ask questions, and discuss myths and misconceptions that naturally arise in any organization. These misconceptions often center on issues of confidentiality. Providing clarification can help employees feel more comfortable reaching out for support to address problems they are facing right now.

Q. If I refer an employee to the Employee Assistance Program and performance issues persist, I struggle to take disciplinary action. This is particularly challenging when the employee claims to be actively working with the EAP and their outside counselor. What causes this mental roadblock?

A. The EAP cannot be used as an excuse for ongoing

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