Kirkwood
COMMUNITY COLLEGE

College Procedure: 402.17 – Employee Assistance Program (EAP)

Policy Reference:	402 – Employee Benefits and Compensation
Responsible Department:	Human Resources
Approval Authority:	Cabinet
Procedure Owner:	Vice President, Human Resources and Institutional Effectiveness
Effective Date:	02/25/2013
Version Number:	3
Legal Counsel Reviewed (yes/no):	No
Scope:	College-wide

Reason for Procedure

This procedure defines employees who are eligible for the Employee Assistance Program (EAP). EAP is available to assist eligible employees and their family members with difficulties that are affecting their job performance or personal lives.

The Procedure

EAP, through Covenant Workplace Solutions, is provided for full-time and part-time employees and their immediate family members. An EAP program is designed to assist employees and their family members with problems that are affecting their job performance and their personal lives. This is achieved by offering counseling as well as referral and follow-up services when other treatment resources are necessary.

Services provided through an EAP are those services not typically covered by the group medical or mental health/substance abuse programs. For example, EAP can help the employees and their family members with issues such as marital problems, depression, divorce, financial concerns, anxiety, substance abuse, family issues, and grief/loss counseling. The services provided are confidential. There is no cost for services provided by the EAP staff.

In situations where an employee is experiencing work performance issues, an employee may be directed to Covenant Workplace Solutions for counseling as a condition of continued employment. In these cases, information regarding attendance at the counseling session will be released to Kirkwood.

Employees can contact Covenant Workplace Solutions by calling 833-434-1335 Monday-Friday, 8am-5pm to schedule a confidential appointment. Employees may also visit CovenantWorkplaceSolutions.com. Employees may also speak to an experienced counselor 24 hours per day, 7 days per week, 365 days per year by calling 888-838-9204.

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Revision Log

Table 1 Revision Log

Version Number	Date Approved	Approved by	Description of Change
1	02/25/2013	Jim Choate, Vice President, Finance	New procedure
2	05/10/2017	Mick Starcevich, President	New template
3	06/11/2019	Cabinet	Procedure template
4	7/1/2025	Cabinet	Changed EAP providers
5	10/30/2026	HR Department	Reviewed, no edits