PARTICIPANT ORIENTATION

Alliance
A professional service of Worker's Assistance Program, Inc

Before we meet our clients for the first time, we want to make sure that they are fully aware of the scope and limitations of the Alliance Work Partners (AWP). In order to accomplish this, we have prepared the following list of guidelines for your review. After you have had an opportunity to review the items and feel you understand them, **please sign and date the form** and return it to the counselor. Feel free to ask for an explanation of any item which is unclear.

Eligibility: The program is available to all regular employees or union members and members of their household.

Voluntary Participation: The decision to participate in the EAP is voluntary, even though, clients may have been referred to the program by family members, union officials, representatives of management, or the medical department.

Confidentiality: Clients seen by AWP Affiliates should know that client information is sent by the Affiliate to the client's assigned AWP Case Manager to allow for follow-up and quality control. All records pertaining to the client will be treated with a high degree of confidentiality. Information contained in individual AWP files will not be released without the client's authorization, except under a subpoena or court order compelling disclosure. The only other times confidentiality may be broken is under the following circumstances: **(1)** there is a strong indication of child or elderly abuse or neglect, **(2)** there is a strong indication of child sexual abuse, **(3)** the client is found to be **actively** suicidal, or **(4)** there is a strong indication that the client may attempt to commit homicide.

Compliance with Work Rules/Standards: Employees participating in the program should not expect any special privileges or exceptions to normal work rules or performance standards. Participation in the EAP does not waiver the right of any employee to use the grievance procedure within the framework of their existing contractual agreements.

Job Security: Employees seeking help through this program are assured that their job security and promotional opportunities will not be jeopardized solely as a result of a request for help with their problems.

Description of Services: The services offered by AWP include problem assessment, short term counseling, referral, and follow-up. Referrals for these services are made to qualified professional agencies and individuals in the community and financial responsibility for these services shall rest with the client. The number of visits will vary according to contractual arrangements between the employee's agency/organization and AWP. Persons who are dissatisfied with the quality or type of service received from the EAP are encouraged to express their complaint to the Director of Customer Service.

Legal Considerations: AWP services are meant to be short-term, with a problem solving focus. Counselors are not equipped to provide evaluations for court hearings or to appear in court on your behalf. If you have a need for an evaluation or for someone to speak on your behalf, your counselor will refer you to appropriate individuals who may be of assistance.

Weapons: Weapons of any kind, including guns and knives, are not allowed on AWP premises. Clients who bring weapons to AWP premises will be at risk of losing their EAP services.

Missed Appointments: If you must cancel an appointment please let your counselor know at least 24 hours before the scheduled appointment. **Appointments not canceled with 24 hours notice will be counted against your total number of sessions allowed.**

I have reviewed the points listed above and understand them. Any questions I have raised have been sufficiently answered.

▶ _____ _____
CLIENT SIGNATURE DATE

▶ _____ _____
COUNSELOR SIGNATURE DATE

▶ _____
PRINT CLIENT'S NAME