

of EAP counselors working for this agency, including affiliates.						
13. The EAP has policies delineating the required credentials for the staff servicing this agency.						
14. The EAP has a management information system for this agency that is capable of supporting its operations, planning, and evaluation activities.						
15. The physical safety of staff and clients is assured by this EAP.						
16. Reports of any safety concerns are handled immediately by the EAP for this agency.						
17. The EAP for this agency has policies and procedures in place to assure the confidentiality of client information (written, electronic, and spoken).						
18. Clients from this agency are given written information about their record-keeping and confidentiality rights and procedures.						
19. The EAP for this agency has procedures to assure staff and affiliates conduct themselves in an ethical manner.						
20. The EAP for this agency has procedures to assure it's compliance with applicable laws and regulations, including HIPAA (if applicable).						
21. The physical environment of this agency's EAP reflects it's commitment to provide confidentiality, comfort, and dignity to clients and personnel of diverse backgrounds.						
22. The EAP provides adequate liability insurance for staff members.						
23. The EAP for this agency has procedures for responding to accidents, fires, medical emergencies, natural disasters, workplace violence, and other threats to safety.						
24. The EAP for this agency has procedures to minimize the barriers to timely EAP access.						
25. EAP staff for this agency is available 24 hours a day for emergency response.						
26. EAP staff is within 60 miles or 60 minutes from every employee of this agency.						
27. The EAP for this agency has policies and procedures delineating its relationship with other providers such as insurance companies, affiliates, referral resources, etc.						

28. The EAP for this agency has procedures in place to track/follow-up with clients until all services are completed.						
29. This EAP has procedures and policies regarding clients' access to their records.						
30. The policies and procedures regarding access to records are effectively communicated to users of the program.						
31. The EAP have an effective communication strategy for this agency.						
32. Results from evaluations, audits, etc. are available to all those who are interested within this agency.						
33. Structures exist (such as steering or advisory committees) to assure the transparency of EAP information.						
34. Training and education are continually provided for this agency by the EAP.						
35. The EAP has policies and procedures to assure that staff receives the information they need to perform their duties in this agency.						
36. Information contained in client records is consistently formatted and does not contain stigmatizing statements.						
37. All EAP facilities available to this agency meet the needs of individuals with physical disabilities.						
38. This EAP has policies and procedures regarding the assignment of staff to align with the cultural and ethnic characteristics of the covered population.						
39. There are procedures in place for this agency to assure EAP services do not vary because of client or organizational characteristics such as ethnicity, age, gender, religion, location, etc.						
40. Clients of this agency are satisfied with the EAP's handling of equity issues.						
41. The EAP's policies, literature, and outreach strategies for this agency support the ideas of equity and diversity.						
42. The EAP assure its staff properly understands equity and diversity matters relevant to this agency.						