

## **EAPS ARE SAFE, CONFIDENTIAL, AND ETHICAL (6/21/06)**

### **Topics:**

1. Safety, confidentiality, integrity, and ethics programs, policies and procedures.
2. EAP environment/facilities.
3. Compliance with laws, rules, and regulations regarding safety, confidentiality, ethics, and integrity.

### **Purpose/Concern:**

1. Programs, policies and procedures support a program that is safe, ethical and confidential.
2. Clients are seen in an EAP environment that is respectful, compassionate, trusting and caring.
3. The EAP complies with laws, rules, and regulations regarding safety, confidentiality, ethics, and integrity.
4. Clients and staff feel physically safe in EAP facilities.

### **Source of Data/How Measured?**

1. Client/User Data (5 questions for satisfaction survey):
  - I was given written information about confidentiality and record-keeping policies and procedures in a language that I understood.
  - EAP staff respected my wishes about who was and was not to be given information about my EAP services.
  - I felt physically safe when I attended the EAP.
  - EAP staff were respectful, compassionate, trusting and caring.
  - EAP staff conducted themselves in an ethical manner.
2. EAP Data (16 questions for survey):
  - How does this EAP assure the physical safety of its site(s)?
  - How do you ascertain the safety risks at this EAP?
  - Have there been reports of any safety concerns?
  - Do you have policies and procedures in place to assure the confidentiality of client information (written, electronic, and spoken)?
  - How do you inform clients of their record-keeping and confidentiality rights and procedures?
  - How do you assure confidentiality procedures are being followed?
  - How do you assure that EAP staff and affiliates conduct themselves in an ethical manner?
  - If applicable, is this EAP in compliance with HIPAA regulations?
  - How do you assure this EAP's compliance with applicable laws and regulations?

- If this EAP is conducting research, how do you assure the safety of participants?
- The physical environment reflects the EAP's commitment to provide comfort and dignity to clients and personnel of diverse backgrounds.
- The EAP provides liability insurance for staff members.
- The EAP's physical space ensures confidentiality.
- Are there procedures for responding to accidents, fires, medical emergencies, natural disasters, workplace violence, and other threats to safety?
- Do the staff of this EAP feel safe in their work environment?
- Do the staff of this EAP feel that their clients are safe when attending the EAP?

3. Purchaser/EAP Liaison/Agency Data (5 questions for survey):

- Have you received any complaints regarding the physical safety of employees while attending the EAP?
- How are these reports resolved?
- How do you assure the EAP is adhering to confidentiality, safety, and ethical standards?
- This EAP provides a safe, confidential, respectful, compassionate, trusting and caring environment.
- The staff of this EAP exhibit integrity and ethical behavior.