

WHAT IS EAP?

In the broadest sense an EAP is a management support programme that recognizes that there can be extraneous factors that may detract employees from performing their best in the work place. Some of these factors/stresses – (e.g personal or job-related stress, family or marital problems, legal or financial difficulties, alcohol/drug abuse, and other behavioral problems) – while not necessarily originating from the workplace, can grossly affect productivity. If the tenet that ‘our human resources are our most valued resource’ is accepted, then managers will not merely “write-off” an employee nor will managers ‘pamper’ employees. In the interest of obtaining optimum productivity from employees, managers will employ ways and means to assist employees to alleviate or manage the life-impacting factors at minimum cost and in minimum time.

VISION

“To be the leading catalyst in facilitating the delivery of prompt and efficient service to our stakeholders in a professional manner”

MISSION

The Ministry of the Public Service exists to provide sound human resource management and to promote good governance and public sector modernization for the Government and People of Belize.

VALUES

***Integrity *Equity *Accountability *Efficiency
*Professionalism *Transparency *Quality
Service**

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Employee Assistance Policy for the Belize Public Service

2014



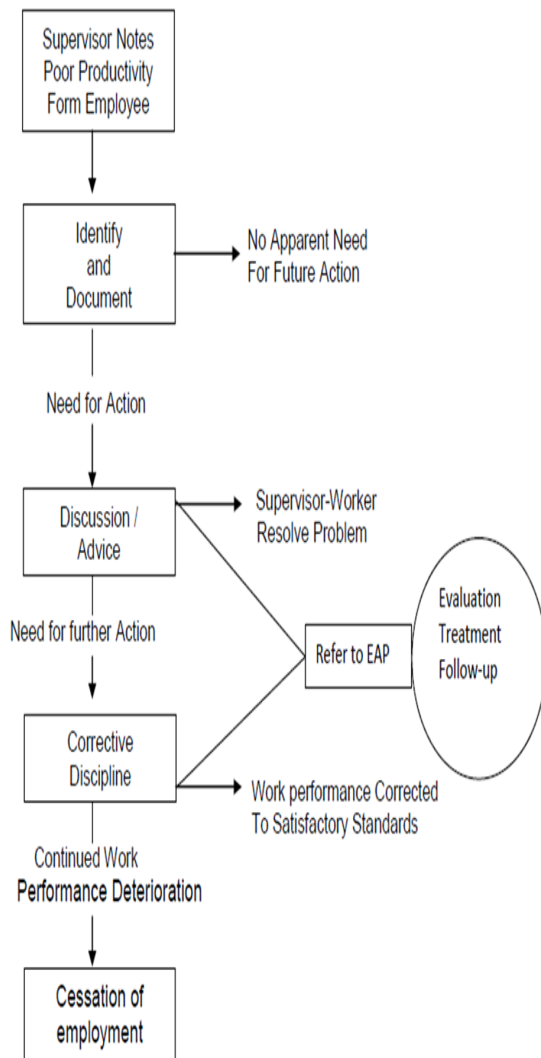


Figure 1: Resolution of Poor Job Performance Diagram Flow

Summarily it can be stated that the EAP is an assistance plan to offer confidential professional counseling to an employee to help resolve problems that affect his/her personal life and may affect work performance. The programme is completely confidential.

SELF-INITIATED REFERRAL

An Employee recognizes that a problem exists and seeks assistance by calling the PSU or the EAP Coordinator directly. This may have resulted from a process of self-realization or from a family member, friends, co-worker or supervisor sharing concern for the employee and informally suggesting the use of the EAP.

These self-referrals are treated with strict confidentiality. The employee's supervisor will not be informed of the nature of the problem unless at the request of the employee. The employee is responsible for obtaining approval for any required time off associated with the use of the EAP.

EMPLOYER-INITIATED REFERRAL

The supervisor is responsible to address, with the employee, deteriorating work performance and provide guidance to help the employee improve work performance. An employee accepts responsibility for keeping job performance at a pre-established acceptable level. If job performance does not improve or shows continuing deterioration, then the supervisor or the PSC may initiate a Formal Offer of Assistance; it is not mandatory for the employee to accept this offer. Prior to initiating a Formal Offer of Assistance, the supervisor should consult with the EAP Coordinator concerning the appropriateness of the offer.

Objective

The main objective of the EAP is to offer confidential and professional assistance to employees whose job performance is adversely affected by personal problems. It is intended to assist with the resolution of personal problems, which may result in improved job performance.

Endorsement

The EAP is a joint venture of the Government of Belize and the Public Service Union. The parties believe that the programme can benefit everyone. The affected employee receives early assistance; Government benefits by retaining employees with valuable skills and knowledge and our customers get satisfaction.

Basic Principles

- 1) EAP is strictly voluntary
- 2) Management and Union working together can help employees cope with personal problems, which can lead to deteriorating, work performance.
- 3) The EAP applies equality to all employees.
- 4) Early intervention is desirable in addressing any personal problem.
- 5) EAP is grounded in confidentiality and privacy of information.