

NORTHCARE NETWORK

POLICY TITLE: Employee Assistance Services	CATEGORY: Personnel	
EFFECTIVE DATE: 1/1/15	BOARD APPROVAL DATE: 4/22/15	
REVIEW DATE: 10/29/25	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: HR Manager	CEO APPROVAL DATE: 11/4/25 Megan Rooney, CEO	

APPLIES TO

NorthCare Network Full-Time Employees

POLICY

NorthCare Network provides an employee assistance referral service to all full-time employees.

PURPOSE

To promote the health and wellbeing of NorthCare Network employees.

DEFINITIONS

N/A

REFERENCES

N/A

HISTORY

NEW POLICY: 1/1/15

REVISION DATE: 9/18/18, 3/31/21, 4/23/24, 1/20/25, 10/29/25

REVIEW DATE: 4/7/15, 2/19/16, 11/18/16, 9/27/17, 9/18/18, 6/27/19, 4/2/20, 3/31/21, 1/27/22, 10/28/22, 8/17/23, 4/23/24, 1/20/25, 10/29/25

CEO APPROVAL DATE: 4/7/15, 3/7/16, 1/4/17, 10/3/17, 10/2/18, 7/2/19, 5/5/20, 4/6/21, 2/1/22, 12/6/22, 9/5/23, 6/11/24, 2/4/25, 11/4/25

BOARD APPROVAL DATE: 4/22/15

PROCEDURES

NorthCare Network is committed to supporting the wellbeing of its employees and their family members by offering confidential and voluntary services through an Employee Assistance Program (EAP). This program provides help with a wide range of personal and family challenges including financial or legal concerns, substance use, mental health, caregiving responsibilities and more. Employees and their eligible family members are encouraged to utilize this benefit to support both their personal wellbeing and professional success.

EAP information is made available to ensure that employees have unobstructed access to these resources to ensure privacy and confidentiality. A supervisor, HR Manager, or the CEO may offer or recommend these resources in appropriate circumstances in which they may be helpful to an employee or necessary to resolve a performance or behavior issue.

The EAP offers a variety of services, including up to three counseling sessions per issue, legal and financial services, money management resources, a discount center, health assessments, and more.

Employees are encouraged to contact the EAP using any of the methods listed below. For additional information, see the EAP Employee Guide, or if they need further assistance, they may contact the Human Resources Manager.

The Standard EAP Services: provided by Health Advocate

Available 24 hours a day, seven days a week

Phone: 888-293-6948

Email: answers@healthadvocate.com

Website: www.healthadvocate.com/standard3

Mobile App: Health Advocate (Client Code: AQ3QGHQ)

All personal information regarding an employee's participation in the EAP is strictly confidential. No information will be shared with NorthCare Network and is not recorded in an employee's personnel file unless required by law or when written consent is provided.