

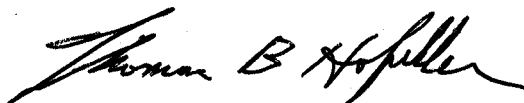
UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

**Worklife Programs
34-PM**

Amendment 2

Approved by: Associate Administrator for Operations and Management



Amendment Transmittal

A Reasons for Amendment

Subparagraph 25 C has been amended to inform employees of potential costs for referral services when health insurance will not cover the service.

Subparagraph 27 A has been amended to provide the number of counseling sessions employees may receive through EAP.

Subparagraph 31 A has been amended to remove the cost for orientations and seminars in Field Office.

Subparagraph 31 B has been amended to provide instructions for:

- obtaining promotional materials online
- accessing the FOH web site.

Subparagraph 32 A has been amended to include the new EAP provider and update agency contacts for obtaining assistance and materials.

Subparagraph 78 B has been amended to update Elder Care Program web site and reference information.

Exhibit 10 has been amended to provide an example of the revised Flyer for Elder Care.

Page Control Chart		
TC	Text	Exhibit
	2-1, 2-2 2-5, 2-6 2-13 through 2-16 4-7 through 4-10	10, page 1

Part 2 Employee Assistance Program**25 Basic Provisions of EAP****A Background**

This part provides Federal regulations, policies, and procedures in administering EAP for all FFAS employees, except offices overseas.

B Purpose

EAP helps the following:

- employees cope with and/or resolve personal or work-related problems that could affect job performance
- restore productivity, reliability, and well-being after having a problem
- managers and supervisors handle workplace issues and concerns.

C Scope of EAP

EAP provides:

- problem assessment and short-term counseling by qualified specialists and advisors
- referral for treatment or rehabilitation to a community service or professional resource

***--Note:** Treatment and rehabilitation services may be at cost to the employee if the employee's health insurance doesn't cover the service.--*

- follow-up with the employee to help achieve an effective readjustment to the job during and after treatment.

25 Basic Provisions of EAP (Continued)**D Sources of Authority**

The following are sources of authority for EAP:

- 5 U.S.C. 7361-7362
- 5 U.S.C. 7901
- 5 CFR Part 792
- 7 CFR Part 2
- 42 CFR Part 2
- CG Decision B-187074, dated November 7, 1977
- CG Decision B-226659, dated November 30, 1987
- Executive Order 1254, dated September 15, 1986.

E Relationship to Work

EAP is keyed to employee performance and concentrates on problems related to issues and concerns that may contribute to unacceptable performance or conduct.

F Types of Issues and Concerns Addressed by EAP

The following are issues and concerns that EAP counselors can help employees cope with and/or resolve:

- alcohol and drug dependency
- behavioral (gambling, smoking, spending, eating disorders)
- family/relationship (marital, elder care, child care, legal, financial)
- health (life threatening illness)
- personal/emotional (anxiety, depression, grief and loss, stress, suicidal)
- occupational adjustment (problem solving, job adjustment, career changes).

26 Responsibilities of EAP (Continued)

F Employee Responsibilities

Employees shall:

- obtain help from EAP when faced with issues or concerns that could affect productivity, conduct, reliability, or well-being
- participate in EAP according to subparagraph 28 D
- use the table in subparagraph 32 A to contact the appropriate EAP office.

27 Benefits of EAP

A Employee Benefits

Employees receive the following benefits through EAP:

- problem assessment and identification of the nature and seriousness of a personal problem
- *--free short-term, professional counseling sessions with up to 4 visits per situation--*
- * * *
- perspective on problems
- follow-up visits
- opportunities to participate in a group CISD or diffusion when traumatic incidents occur. See subparagraph 30 B.

27 Benefits of EAP (Continued)

B Supervisor Benefits

Supervisors receive the following employee benefits through EAP:

- reduced employee absenteeism
- reduced disciplinary actions
- improved productivity
- improved office morale
- compliance with the Drug-Free Workplace Act of 1988.

28 Participating in EAP

A Employee and Family Participation

Participation in EAP is:

- voluntary
- the employee's decision.

Family members:

- may use EAP to discuss issues and concerns
- are eligible to receive short-term counseling and referral assistance to other organizations.

B Obtaining Assistance Through EAP

Employees may obtain professional assistance through EAP 24 hours a day, 7 days a week by contacting the appropriate EAP office in subparagraph 32 A.

EAP offices will acknowledge calls from employees within 24 to 48 hours of the call made to the EAP office.

Note: Employees shall ensure that EAP is aware of situations that need immediate attention.

30 Special Services Through EAP**A Supervisory Consultation**

EAP is available to provide supervisory consultation to office heads and supervisors.

Office heads and supervisors are encouraged to contact EAP for assistance and advice on how to:

- identify and discuss issues and concerns with troubled employees
- provide effective employee feedback
- make formal and informal referrals.

Supervisory consultation is free and confidential according to the law.

Contact the appropriate EAP office in subparagraph 32 A to obtain a supervisory consultation.

B Critical Incident Stress Debriefing

Traumatic incidents (threats, acts of violence, deaths, disasters, injuries) occasionally happen in the workplace causing employees anger, frustration, disappointment, or fear.

EAP:

- provides professionally trained CISD coordinator to assist in managing traumatic incidents through management consultation and defusing or debriefing, following a critical incident (threat, act of violence, natural disaster, death)
- will arrange CISD through the FFAS EAP coordinator, or office head, when an FFAS EAP coordinator is unavailable
- provides assistance (by means of defusing, debriefing, or stress management training) if a traumatic incident occurs that affects the workplace.

Office heads shall contact the appropriate FFAS EAP coordinator in subparagraph 32 B or EAP provider in subparagraph 32 A to schedule CISD.

31 Additional Information Available to Employees and Supervisors**A Orientations and Seminars**

The EAP provider will encourage offices to hold events on how EAP can help employees and supervisors, such as:

- lunch and learn sessions
- employee orientations
- staff meetings to provide employees help in coping with life difficulties, issues, or concerns.

The following are examples of seminars offered by EAP:

- Stress Management
- Conflict Resolution
- Coping With Change
- Balancing Home and Work
- Violence in the Workplace.

Orientations and seminars are approximately 1 hour long.

Note: * * * Office heads may arrange for an orientation and seminar by contacting the appropriate EAP coordinator. Seminars related to CISD may be arranged by the FFAS EAP coordinator, when determined to be necessary.

B Promotional Material

The EAP provider distributes the following information to all offices on an FY basis:

- wallet card
- EAP pamphlet that provides information about services
- poster
- supervisor guide.

--Offices may access and print helpful resource information online, including quarterly newsletters, that may answer questions about issues and concerns that matter to them.--

31 Additional Information Available to Employees and Supervisors (Continued)**B Promotional Material (Continued)**

To obtain information, use this table.

IF located in...	THEN go online to...
--FSA, RMA, and FAS Offices	<ul style="list-style-type: none"> • www.foh4you.com • CLICK "Enter" • click topic of interest.--
* * *	* * *

C Reference Materials for Employees

The following are question and answer guides that may be obtained through OPM's web site for Federal employees:

- Your Federal Employee Assistance Program
- Confidentiality and the Employee Assistance Program.

These guides can be obtained at

http://www.opm.gov/Employment_and_Benefits/WorkLife/OfficialDocuments/HandbooksGuides/.

D Reference Materials for Managers and Supervisors

Managers and supervisors should obtain the following handbooks for review in handling workplace issues and concerns:

- Alcoholism in the Workplace: A Handbook for Supervisors
- Handling Traumatic Events: A Manager's Handbook.

These handbooks can be obtained at

http://www.opm.gov/Employment_and_Benefits/WorkLife/OfficialDocuments/HandbooksGuides/.

E EAP Information on Web Site

Additional EAP information may be obtained at

<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=eap>.

32 EAP Contacts**A EAP Provider**

*--Employees and supervisors shall contact Federal Occupational Health at 800-222-0364 or 888-262-7848 (TTY).

B FFAS EAP Coordinators

Office heads shall use this table to contact the appropriate FFAS EAP contact.

IF located in...	AND need...	THEN contact...
<ul style="list-style-type: none"> • FSA, RMA, and FAS National Offices • RMA Regional Service and Compliance Offices, except Kansas City offices 	<ul style="list-style-type: none"> • CISD arranged • orientation/seminar arranged • promotional materials 	HRD, EPB at 202-401-0683 or 202-205-9057 (TTY).
<ul style="list-style-type: none"> • FSA County Office 	<ul style="list-style-type: none"> • CISD arranged • orientation/seminar arranged • promotional materials 	State Office
<ul style="list-style-type: none"> • FSA State Offices • FSA Kansas City Offices • FSA St. Louis Offices • RMA Kansas City Office • FSA, APFO 	<ul style="list-style-type: none"> • CISD arranged • orientation/seminar arranged • promotional materials 	KCHRO at 816-926-6643.

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Note: County Offices shall obtain additional information through the State Office.

33-49 (Reserved)

77 Funding the Elder Care Program

A Program Funding

Where cost is involved, such as to obtain a speaker for a seminar, offices shall review the availability of funds and make this part of their annual budget process.

Note: Many Federal and non-Federal affiliations provide activities and events, such as a workshop, seminar, and elder care fair, at no cost or a very low cost.

78 Web Sites and Reference Materials

A FFAS Web Sites

The following are web sites that may be helpful to caregivers and employees.

Elder Care Program at

<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=ffw-ec>

- Alternate Work Schedules, Leave, Leave Transfer, and Leave Bank at
<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=aws>
- EAP at **<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=eap>**

B Web Sites for Other Federal and Non-Federal Affiliations

The following are web sites that may be helpful to caregivers and employees.

- AARP National Organization at **<http://www.aarp.org>**
- Administration on Aging at **<http://www.aoa.gov>**
- Alzheimer's Association at **<http://www.alz.org>**
- American Cancer Society at **<http://www.cancer.org/docroot/home/index.asp>**
- American Diabetes Association at **<http://www.diabetes.org>**
- American Heart Association at **www.americanheart.org**
- Arthritis Foundation at **<http://www.arthritis.org>**
- Assisted Living Federation of America at **<http://www.alfa.org>**
- CancerCare at **<http://www.cancercare.org>**

78 Web Sites and Reference Materials (Continued)

B Web Sites for Other Federal and Non-Federal Affiliations (Continued)

- Centers for Medicare and Medicaid Services at <http://www.cms.hhs.gov>
- *--EAP (FFAS National Office use) at <http://www.foh4you.com>--*
- * * *
- ElderCare Online at <http://www.ec-online.net>
- Eldercare Locator at <http://www.eldercare.gov>
- Family Caregiver Alliance at <http://www.caregiver.org>
- Senior Citizens' Resources at <http://www.usa.gov/Topics/Seniors.shtml>
- U.S. Department of Health and Human Services at <http://www.hhs.gov>
- Healthfinder at <http://www.healthfinder.gov>.

C Other Federal and Non-Federal Web Sites

The following are web sites that may be helpful to caregivers and employees.

- National Association of Area Agencies on Aging at <http://www.n4a.org>
- National Academy of Elder Law Attorneys at <http://www.naela.com>
- National Association of Professional Geriatric Care Managers at <http://www.caremanager.org>
- National Center on Elder Abuse at <http://www.elderabusecenter.org>
- National Council on Aging at <http://www.ncoa.org>
- National Hospice Foundation at <http://www.nationalhospicefoundation.org>
- National Hospice and Palliative Care Organization at <http://www.nhpco.org>
- National Institute on Aging at <http://www.nia.nih.gov>
- National Respite Locator Service at <http://www.respitelocator.org>

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78 Web Sites and Reference Materials (Continued)

C Other Federal and Non-Federal Web Sites (Continued)

- Nursing Home Compare at <http://www.medicare.gov/NHCompare/home.asp>
- OPM at <http://www.opm.gov>
- SeniorLaw at <http://www.seniorlaw.com>
- Social Security Administration at <http://www.ssa.gov>
- Eldercare Locator at <http://www.eldercare.gov>
- Federal Long Term Care Insurance Program at <http://www.ltcfeds.com>
- Administration on Aging at <http://www.aoa.gov>
- USDA Safety and Worklife Programs at <http://www.usda.gov/da/employ/ffwg.htm>

D Reference Materials

--The following are reference materials that may be helpful to caregivers, employees, and office heads.--

- The Handbook of Elder Care Resources for the Federal Workplace (OPM handbook) at http://www.opm.gov/Employment_and_Benefits/Worklife/OfficialDocuments/HandbooksGuides/ElderCareResources/index.asp
- Guide to Planning a Dependent Care Fair (OPM handbook) at https://www.opm.gov/Employment_and_Benefits/WorkLife/OfficialDocuments/handbooksguides/PlanningFair/index.asp
- USDA's Beginning Choosing a Good Nursing Home Brochure at <http://www.usda.gov/da/shmd/Eldercare.pdf>
- Fannie Mae's ElderKit at <http://www.fanniemae.com/global/pdf/aboutfm/responsibility/eldercare/elderkit.pdf>

Note: FFAS does **not** endorse these listed web sites, but provides them for informational purposes. Using the web sites is voluntary.

79 Eldercare Program Contacts

A If additional information is needed about the Elder Care Program:

- all National and Field Office heads shall contact HRD, EPB by 1 of the following:
 - 202-401-0683
 - (TDD) 202-205-9057
 - E-mail to **Juliet.mcbride@wdc.usda.gov**.
- Field Office employees shall contact their office head or designee who is responsible for coordinating the Elder Care Program.


Note: County Offices shall contact the State Office head or designee for assistance.

Example Flyer for Elder Care Fair

*--

You are invited to attend FSA's Annual Conference on Aging:
(Opened to All USDA Employees)

Navigate the Wheel of Aging: Plan Ahead for it



When: Wednesday, May 21, 2008
Time: 10:00 a.m. - 2:00 p.m.
Location: Rear of South Bldg. Cafeteria

The conference agenda is listed below. To attend the Roundtable Presentations and discussions that will be held in Room A, register by May 16. Walk-ins are welcomed based on the availability of space. This event is opened to all USDA employees.

Schedule of Events

Roundtable Discussions of Hot Topics (Register to Attend)	10:00 a.m. to 12:15 p.m. (Room A)
The ABC's of Estate Planning: How to Keep What You Have and Avoid Probate - - Plus Helpful Tax Tips	Robert Bullock The Elder and Disability Law Center
Take Charge of Your Aging: Independence and Health in Your Older Years	Karol Kaplun IONA Senior Services
Long Term Care Insurance Program - - Funding Alternatives and Assistance with Activities of Daily Living	Bill Martin Long Term Care Partners, Inc.
Financial Steps for Employees and Caregivers	Cindy Hounsell WISER
Vendor Expo	10:00 a.m. to 2:00 p.m. (Room B)

All USDA employees are invited to come down and obtain information and speak to representatives about:

Senior Resources and Benefits - Eldercare Locator Services - Medicare and Medicaid - Assisted Living Services - Meals on Wheels - Strategies for Independent Living - Security and Monitoring Systems - Federal Long Term Care Insurance Program - Money Management - Food Safety - Telework, Employee Assistance Program (EAP)

A sign language interpreter will be provided. Persons with disabilities who require accommodation should contact Juliet McBride by phone at (202) 401-0683, TTY (202) 205-9057, or by e-mail at juliet.mcbride@wdc.usda.gov by May 16. USDA is an equal opportunity provider and employer.

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