



# Employee Assistance Program

## Overview

Effective November 1, 2023, LSU has partnered with Aetna to provide all benefits-eligible employees and members of their household with access to the Aetna Resources for Living Employee Assistance Program (EAP). This is an LSU-sponsored benefit available at no cost and enrollment is not necessary. Services are confidential and available 24 hours a day, 7 days a week.

**Access:** You can access the Employee Assistance Program (EAP) anytime, day or night, by calling 833-657-2286 or by visiting the website [Resource for Living](#).

- Username: LSU
- Password: EAP

The EAP will provide to you and your family members many resources, including:

### Emotional Well-Being Support

Emotional Well-Being support includes access of up to six counseling sessions per issue each year. You can call 24 hours a day for in-the-moment emotional well-being support. Counseling sessions are available face-to-face or online with televideo and can help with a range of issues including relationship support, stress management, work/life balance, family issues, dealing with grief and loss, depression, anxiety, substance abuse and more.

### Daily Life Assistance Program

Daily Life Assistance Program gives you personalized guidance to find resources to support childcare, parenting and adoption, school and financial aid research, caregiver support, and even resources to assist with your home repair.

## Legal Services

Legal Services that include a free 30-minute consultation with a participating attorney for topics such as family law, elder law and estate planning, real estate transactions, wills and other document preparation and many other services.

## Financial Services

Financial services with a free 30-minute consultation for financial topics such as budgeting, retirement or financial planning, credit and debt issues, college funding, and tax and other IRS questions.

## Online Resources

Online resources through a member website that includes articles and self-assessments, adult care and childcare provider search tools, a stress resource center, live and recorded webinars and a mobile app.

# Confidentiality

- Inquiries to the EAP can be made on an anonymous basis and/or employees may also obtain such information through this website. Normally there is no need to notify an employee's supervisor of inquiries to the EAP. However, when an employee discloses a condition that has the potential to place the employee or others in danger and/or impair his/her work performance, a supervisor may be notified of participation in the program. Conditions that require such disclosure include alcohol and/or substance abuse and certain mental illnesses.
- An employee may be disciplined (up to and including termination) for failure to comply with and/or successfully completing treatment that has been determined to be a condition of his/her continued employment.
- Medical records and/or documentation of an employee's treatment will not be maintained in an employee's official personnel file. Additionally, private medical information will not be shared outside of HRM. The university only releases statistical data on the number of employees who have participated in the EAP.

# Administrative Referral

- Employees are encouraged to contact the EAP Coordinator on their own, although contact is usually voluntary, an employee may be administratively referred to the EAP.
- If an employee's work performance is inadequate or deficient, their behavior is aberrant or otherwise outside commonly accepted standards of conduct, or if there is reason to believe a threat of violence exists or may exist, that employee may be directed to participate in an evaluation by an employee assistance program provider. Failure or refusal by an employee to complete the conditions of an administrative referral to the EAP will result in the implementation of the appropriate discipline process. It is essential that supervisors and administrators deal only with acceptable workplace behavior and avoid giving advice to employees regarding specific medical, emotional or substance abuse problems.