



**DURHAM CATHOLIC  
DISTRICT SCHOOL BOARD**  
*Learning and Living in Faith*

## **ADMINISTRATIVE PROCEDURE – AP321-2**

### **Employee and Family Assistance Program**

Area: Human Resource Services

Policy Reference: Employee Attendance Support (PO321)

Approved: January 5, 1998 (PO304)

Revised: November 7, 2016 (PO304); March 3, 2025 (AP321-2)

#### **1. Purpose**

The purpose of this administrative procedure is to outline the administration of the Employee and Family Assistance Program (EFAP) which provides confidential counseling and support services to help Durham Catholic District School Board (the “Board”) employees and their eligible family members achieve a satisfying and rewarding personal and work life.

#### **2. Definitions**

Nil

#### **3. Procedures**

- 3.1 EFAP services include confidential counselling, work-life solutions, legal support, and financial information that are available 24/7 via a dedicated hotline and [online portal](#). Information about the Board’s EFAP can be found on the Board’s internal [My Employment, Payroll, Pension and Benefits webpage](#).
- 3.2 The EFAP is an external third-party provider that provides preventive and rehabilitative services to employees and their families.
- 3.3 All interactions with EFAP are strictly confidential. Information will not be disclosed to the Board or any third party without the employee’s explicit consent, except as required by law.
- 3.4 The EFAP provider is responsible for maintaining confidentiality and ensuring that all records are securely stored.

- 3.5 The Board's Business Services Department oversees the administration of the EFAP, including communication, promotion and evaluation of the EFAP.
- 3.6 Appropriate information with respect to the program is provided to all employees of the Board upon inception of the program, and to newly appointed employees thereafter.
- 3.7 Business Services will conduct annual evaluations of the EFAP to assess utilization, effectiveness, and employee satisfaction.
- 3.8 The EFAP does not infringe upon any of the employment agreements between the Board and its employees either collectively or individually.
- 3.9 The program does not limit in any way whatsoever, the management rights of the Board in relation to its employees with respect to the hiring, tenure, appointment, transfer, promotion, demotion, termination or recognition of any employee.
- 3.10 The costs of the EFAP are shared on a proportionate basis among the various employee groups with the Board. Two-thirds of the program costs shall be the responsibility of the Board, subject to approval in the Board's annual operating budget.

#### **4. Sources**

- 4.1 [Policy/Program Memorandum \(PPM\) No. 171 – Attendance Support Programs](#)

#### **5. Appendices**

Nil

#### **6. Related Policies and Administrative Procedures**

- 6.1 [Employee Attendance Support Policy \(PO321\)](#)
- 6.2 [Employee Attendance Support Administrative Procedure \(AP321-1\)](#)