

HIGHLAND COMMUNITY COLLEGE GENERAL POLICY

SUBJECT: Employee Assistance Program

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BOARD OF TRUSTEE APPROVAL: 2/24/2021
BOARD OF TRUSTEE APPROVAL: 07/22/2026

EFFECTIVE DATE: 02/24/2021
EFFECTIVE DATE: 07/23/2026

Background

Highland Community College is committed to supporting the health and well-being of its employees. To help employees navigate personal, family, work-related, or other life challenges, the College provides access to an Employee Assistance Program (EAP) through TimelyCare.

The EAP offers confidential, professional support and resources to assist employees in addressing concerns that may affect their well-being and overall quality of life.

The goals of the EAP are to:

1. Support employee well-being and resilience;
2. Provide confidential access to professional guidance and resources;
3. Encourage employees to seek assistance when challenges arise; and
4. Promote a healthy and supportive workplace.

Participation in the EAP is voluntary and confidential. Employees are encouraged to use the program whenever additional support may be beneficial, whether or not a concern is affecting work performance.

Many challenges can be effectively addressed through early support and intervention. The EAP is available to help employees identify solutions, develop coping strategies, and connect with appropriate resources.

Confidentiality

All contact with the EAP is kept confidential as required by applicable laws. EAP related information will not be released without the employee's written authorization, unless the law requires or permits the disclosure of information without authorization. No personal information regarding employees' use of the EAP will be disclosed to HCC, only statistical data to assess usage.

Scope of Services

Short term counseling with licensed mental health providers is available 24/7, self-care resources, peer community, and health coaching for stress and time management.

Eligibility and Cost

All full-time and part-time staff and faculty are eligible. Cost is free of charge, but limitations, such as number of free counseling sessions per calendar year do apply. If the employee surpasses the free number of visits per calendar year, one can purchase additional services at their own expense.

Management Responsibility

Use of the EAP should be supported and encouraged by all administration and supervisors. For more information, please contact the Director of Human Resources or Payroll/Benefits Clerk.

Accessing the EAP

TimelyCare can be found on your HCC Employee dashboard and/or by downloading the mobile app. Eligible employees will log in via their HCC employee email address.

Please see attached Employee Flyer with information or use the link below.

Please use this link: <https://app.timelycare.com/auth/login>