

## Employee Assistance Program (EAP)/Professional Standards Committee

### Composition and Qualifications

The AFA EAP Committee consists of over 200 specially trained active Flight Attendants who assist Members, their families, and partners with personal and work-related problems that could affect or are affecting their health and well-being, on and off the job.

Qualifications include:

- Willingness to attend the requisite EAP training(s).
- Adherence to EAP policies, procedures, and standards of ethical conduct.
- Ability to maintain confidentiality of sensitive and personal information.
- Ability to remain publicly apolitical on internal AFA matters.
- Maintenance of member-in-good-standing status.
- Ability to remain in good standing with the company.

Additional qualifications and an electronic application are available on the AFA EAP website at <https://www.afacwa.org/eap>.

### Purpose and Scope

The EAP is a support service provided by Flight Attendants for Flight Attendants, their families, and partners. EAP peer representatives are trained to provide three distinct, but interrelated, service that include:

### Specific Duties and Responsibilities

#### Assessment, Support, and Referral Services

- Assist Members in identifying and developing an action plan to address personal and work-related concerns.
- Provide support to a troubled Flight Attendant (TFA) during the problem resolution process.
- When professional services or resources are required, identify an appropriate referral(s) and facilitates the TFA's successful linkage to it.

#### Professional Standards

- Offer a range of conflict resolution strategies, skills, and support to help co-workers resolve disputes among themselves without the need of management intervention.

#### Critical Incident Response

- Offer and/or coordinate a range of critical incident stress management services to promote and accelerate recovery in the aftermath of traumatic and/or critical incidents, both on and off the job.

## Communication

- AFA EAP services are delivered by Local EAP Committee Members who receive support and guidance from a Local EAP Committee Chairperson.
- The Local EAP Committee Chairperson is responsible for the promotion and enhancement of EAP services within their respective Local Council. The Local EAP Committee Chairperson:
  - Routinely communicates with the LEC Officers on non-confidential matters.
  - Remains available to consult around EAP-related issues and events that are or could impact the membership.
  - Recommends specialized activities as needed to address local needs.
- The MEC EAP Committee Chairperson is responsible for the promotion and enhancement of EAP services across all Local Councils within their respective MEC. The MEC EAP Committee Chairperson works with and through the Local Committee Members and Chairpersons to coordinate and deliver EAP Member services at their carrier consistent with the AFA EAP mission, policies, procedures, and code of ethics (outlined in AFA's Constitution and Bylaws and EAP Training Manual).
- The International EAP office is a clinical and administrative resource in the continual development, coordination, and enhancement of EAP services within AFA.
- Any AFA committee appointed by the LEC and empowered to conduct discussions with management on behalf of the Flight Attendants must first meet with the LEC Officers prior to forming any agreement to gain the direction of the LEC.
- The committee will not make any policy that conflicts with LEC, MEC, or AFA policy.