

Duties and Responsibilities

Employee Assistance Program

Qualifications and Expectations:

Strong interpersonal and communication skills, effective leadership and organizational abilities are recommended. Previous experience with EAP/Professional Standards on a local (or professional) level is helpful. Computer skills are desired.

The Committee consists of one Chairperson who attends to members voluntarily seeking assistance and/or members brought to the attention of Professional Standards by their peers. The Committee participates in the MEC Accident/Incident Response Team and provides support to affected Flight Attendants and their families. The Committee also provides referral services for members and their families experiencing personal problems. All work is strictly confidential.

1. SCOPE:

- a.** The Committee exists to assist all Flight Attendants in any area that affects professional performance by means of a personal discussion. The EAP/PS has a responsibility to those submitting reports, those voluntarily seeking assistance and those brought to their attention by their peers.
- b.** The Committee assists all Flight Attendants, their partners and families experiencing emotional, psychological, marital, family, alcohol, drug, legal or financial problems which are affecting their health and well-being on and off the job.
- c.** The Committee will also address the maintenance of Professional Standards of the airline and serve in an advisory capacity in handling all career-related problems of a professional and ethical nature. The Committee shall understand Company procedures and encourage people to work through AFA-CWA channels.

2. POLICY/RESPONSIBILITIES:

- a.** The MEC EAP/PS Committee shall consist of the MEC EAP/PS Committee Chairperson and the Local EAP/PS Committee Chairperson from each council.
- b.** EAP/PS Committee members will function in accordance with AFA International EAP/PS Committee guidelines.
- c.** The AFA International EAP Resource Manual and EAP Handbook are the written guidelines for Committee structure and functioning.
- d.** All matters brought to the Committee's attention will be handled with confidentiality.
- e.** EAP/PS will coordinate and promote cooperation with other employee- represented groups in attempting to resolve conflicts that may arise out of working relationships.
- f.** EAP/PS will be available to assist any Flight Attendant prior to, or following, a disciplinary process. The MEC and the AFA International EAP/PS Department both discourage a Committee member from being present in any grievance hearing.
- g.** EAP/PS does not evaluate performance, accuse, judge, punish, preach or threaten. EAP/PS will help troubled Flight Attendants when problems affect their personal and professional lives, including referral to appropriate treatment resource or self-help group, and assistance in gaining a necessary leave of absence.
- h.** EAP/PS members are knowledgeable on health and welfare plans as pertains to medical and psychiatric benefits as well as substance abuse issues.
- i.** EAP/PS members participate in the Critical Incident Response Program (CIRP) crew debriefings and operational debriefings when EAP issues are involved.
- j.** Each Flight Attendant has a responsibility to exercise reasonable personal efforts to resolve a problem prior to contacting this committee for assistance.
- k.** Flight Attendants are expected and encouraged to go to EAP/PS to attempt resolution of a conflict through peer efforts, rather than to request action from management.

(Updated 11/04/2020)