

Standards of Distinction

The UMass Employee Assistance Program has established a reputation for quality human resource consultation, customized employee assistance programs, management assistance and crisis intervention services. Our individual approach to serving our clients is designed to help companies best meet their needs. Services focus on preservation of employee health and morale, strengthening confidence in management and enhanced individual productivity.

Ethical Standards

The UMass EAP upholds the code of professional conduct set forth by the Employee Assistance Certification Commission. This code protects the employees, UMass Medical School and the EAP profession. All EAP counselors are licensed clinicians who abide by strict rules of confidentiality to the full extent of the law. Information regarding the rules of confidentiality is available and is explicitly discussed with each EAP client to insure a full understanding before any services are provided.

Program Philosophy

The UMass EAP is committed to the highest standards of care in promoting a workplace that facilitates productivity, quality and teamwork. Our program philosophy is based on the premise that staff is an organizations' most valuable asset. In recognition employees can be adversely affected by personal issues, which can result in impaired job performance, the UMass EAP is committed to protecting a company's most valuable asset: the employees.