Employee Assistance/Professional Standards Committee (EAP)

Composition and Qualifications:
The AFA-CWA 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, maintain confidentiality, ability to remain publicly apolitical on internal union matters, remain in good standing with AFA-CWA and the company, and a willingness to serve on the committee for a minimum of one year. Additional qualifications and an electronic application are available on the AFA-CWA IEAP website at: www.afanet.org/cap

Purpose and General Function:
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, services which include:

Specific Duties and Responsibilities:
• Assessment, Support and Referral Services:
  EAP reps assist members in identifying and developing an action plan to address personal and work-related concerns. EAP provides support to a troubled flight attendant (TFA) during the problem resolution process. When professional services or resources are required, the EAP identifies an appropriate referral(s) and facilitates the TFA’s successful linkage to it.
• Professional Standards
  EAP offers a range of conflict resolution strategies, skills and support to help co-workers resolve disputes among themselves without the need for management intervention.
• Critical Incident Response
  EAP offers and/or coordinates 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.

Communications:
• AFA-CWA EAP services are delivered by local EAP Committee members who receive support and guidance from a local EAP chair. The local chair is responsible for the promotion and enhancement of AFA-CWA EAP services within her/his respective local. The LEC EAP chair 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; and recommends specialized activities as needed to address local needs.
• The AFA-CWA MEC EAP chair is responsible for the promotion and enhancement of AFA-CWA EAP services across all locals within her/his respective MEC. The MEC EAP chair works with and through the local committee members and chairs to coordinate and deliver EAP member services at her/his carrier consistent with the AFA-CWA EAP mission, policies, procedures and code of ethics (outlined in AFA-CWA’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-CWA.

Any AFA-CWA 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.