

NATIONAL TAIWAN UNIVERSITY
Regulations for the Implementation of the Employee
Assistance Program

December 31, 2013	Passed by the 2,793 rd Administrative Meeting
January 10, 2023	Passed by the 3,138 th Administrative Meeting
February 07, 2023	Promulgation of the amended ten articles

Article 1 Rationale

National Taiwan University (NTU or “the University”) formulates the NTU Regulations for the Implementation of the Employee Assistance Program (“the Regulations”) to assist NTU employees with problems that may impact their work performance, enable them to achieve a healthy work and life balance, establish a positive and caring work environment, create an interactive organizational culture, and enhance organizational competitiveness.

Article 2 The Employee Assistance Program (“the EAP”) provided by the University shall serve the NTU quota-based faculty and staff and contract employees (“the employee” or “the employees”) in principle.

Article 3 The EAP services are as follows:

1. Work-related matters: This includes adaptation to work and organizational changes, work and life balance, career (retirement) planning.
2. Health-related matters:
 - 1) Mental health: This includes stress adaptation, interpersonal relationships, emotional management, communication in marriage or parent-child communication, interpersonal communication in the workplace, handling and management of major crises at various life stages, etc.
 - 2) Medical care: This provides information on current medical care measures for government officials and existing medical care resources provided by non-governmental organizations.

Article 4 The promotional work for the EAP shall be organized by the Personnel Office of the University and co-organized by other units.

Article 5 The promotional work specific to the EAP are as follows:

1. Work and mental health-related matters:
 - 1) Developmental prevention
 - a) Understanding the employee needs: conducting online or written surveys to assess the employee needs.
 - b) Organizing keynote sessions: organizing keynote sessions related to work and health.
 - c) Providing physical and mental health-related information and counseling resources: providing resources and information on physical and mental health with NTU's Student Counseling Center, libraries, Life Education Center and other related units.
 - 2) Assistance
 - a) Establishing care and counseling mechanism:
 - i) Achieving an agreement with counseling institutes to provide the employees with multiple counseling services. The employees may call their hotlines to make a counseling appointment. When necessary, the Student Counseling Center may be requested to assist in the counseling services.
 - ii) The head of unit may request the Student Counseling Center to provide counseling services if they notice poor performance or any warning signs that may adversely affect the employee's daily life and work.
 - iii) Referral: A professional counselor shall assess the employee and give them a referral when necessary.
 - b) The counseling services cover:
 - i) Issues related to workplace: This includes interpersonal

relationships in workplace, stress adaptation, and interaction between employees.

ii) Issues related to daily life and mental health: This includes emotional distress, low self-esteem, self-harm tendency, domestic calamity or family disharmony, relationship issues, etc.

iii) Psychological testing: This helps employees explore themselves, recognize problems and seek solutions.

c) Management and storage of the NTU employees' counseling records after closing, and compliance with the professional ethics in counseling.

d) Provision of information on resources for psychological counseling for employees to use.

2. Medical care: The NTU Health Center, the Environmental Protection and Occupational Safety and Health (EHS) Center, and relevant units of the Personnel Office provide outpatient care, occupational health consultation, health examination subsidies, and other health care services.

Article 6 When the University commissions professional institutions or dedicated units (personnel) to offer the EAP services, it shall do so in accordance with the following ethical norms and duty for confidentiality, and shall clearly inform the employees in advance to protect their rights and interests:

1. Participation in the EAP shall be on a voluntary basis.
2. The planning and implementation of the EAP services shall ensure the employees' work, promotion, performance review and other related rights and interests will not be jeopardized due to referrals for treatment and counseling or personal medical problems.
3. All records of the EAP services and the personal information of the employees seeking help shall be confidential and stored in accordance with relevant laws and professional ethics, and shall not be disclosed to

any other unit or party without legal justification or the written consent of the said employees.

Article 7 The NTU Personnel who have performed exceedingly well in promoting the EAP may be rewarded as appropriate or such efforts may be included as an important reference for the year-end performance review.

Article 8 The EAP shall be funded by the University's relevant annual budget.

Article 9 Matters not addressed herein shall be subject to other relevant regulations of the University.

Article 10 The Regulations shall be passed by the Administrative Meeting and then implemented on the date of promulgation.