

Employee Assistance Certification Commission OPERATING RULES AND PROCEDURES

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EMPLOYEE ASSISTANCE CERTIFICATION COMMISSION OPERATING RULES AND PROCEDURES

I. RESPONSIBILITY AND OBJECTIVES OF THE EMPLOYEE ASSISTANCE CERTIFICATION COMMISSION (EACC)

O1.1 — Objectives

The Employee Assistance Certification Commission (EACC) is the policy-making body for all professional certification activities as defined in Article VI Section 3 of the Employee Assistance Professional Association (EAPA) Bylaws. Per EAPA Bylaws Article VI Section 3(c), the EACC has adopted these operating rules and procedures to direct and perform the duties of the EACC. The EACC is independent of EAPA, within the scope, set forth in EAPA Bylaws Article VI Section 3(d – g).

O1.2 — Credentialing Programs

The EACC's primary focus is the Certified Employee Assistance Professional (CEAP®) certification program, and may act as an advisory body to EAPA staff on the development and maintenance of certificate programs that support the field of employee assistance.

O1.3 — EACC Structure

The EACC is made up of eight (8) Commissioners which are selected with the approval of the EAPA Board of Directors. At least one (1) sitting Commissioner must reside outside of the United States. The EACC may, at its discretion, elect officers and form committees as needed to perform the duties of the EACC.

EACC governance consists of a Chair and Treasurer, each elected by current Commissioners to serve one-year terms. The EACC Chair concurrently serves on the EAPA Board of Directors as an ex-officio (non-voting) member. The EACC Treasurer sits on the EAPA finance committee as a voting member. Any sitting Commissioner may serve as an officer. Ex-officio members may not vote in officer elections.

O1.4 — EACC Committees

Committees are established by the EACC Chair, as needed. Standing committees include:

- (i) Ethics and Disciplinary Committee (as per the Rules and Procedures Regarding the EACC Code of Conduct document sections R1.1, R2.5)
- (ii) Nominations Committee
- (iii) Strategic Planning/Implementation Committee
- (iv) Promotion/Retention Committee

O1.5 — Rules

The EACC is responsible for developing and maintaining rules governing the EACC, CEAP® Certification, and any other credentialing programs under the purview of the EACC including:

- i. EACC Operating Rules and Procedures (this document)
- ii. EACC Code of Conduct, including the Rules and Procedures for the Code of Conduct

Each of these documents is to be reviewed and updated at least once during a three-year period. The content of these documents shall not conflict with the EAPA Code of Ethics or contain content that is contrary to the advice of legal counsel.

O1.6 — Reports

Minutes will be kept of each EACC meeting and EACC committee meetings.

The EACC Chair reports the current Commission activities to the EAPA Board of Directors, at each meeting, per the EAPA Bylaws.

The EACC Chair submits a written report to the EAPA Board of Directors and Commissioners summarizing EACC activities for the year and recommendations for next year.

O1.7 — Ongoing Development and Maintenance of the CEAP® Qualification

A primary function of the EACC is to maintain the validity of the CEAP® by overseeing the requirements and process for obtaining it. The commission will annually evaluate CEAP certification, including the prerequisites, application process, training course content, professional developmental activities and knowledge question items. The commission endeavors to ensure that the CEAP credential accurately reflects the diverse international field of employee assistance, delivers a quality-training program and provides a fair, equitable and inclusive process for achieving certification. When a need is identified requiring substantial capital investment, the EACC is responsible for preparing a proposal for consideration for funding by the EAPA Board of Directors. These proposals may include funding CEAP process refinement, content updates, knowledge question updates or other capital investment.

O1.7 — EAPA Staff Support

EAPA staff member(s) assigned to the EACC report to the EAPA CEO. It is recommended that a designated EAPA staff member attend all EACC meetings.

II. NATURE OF AUTHORITY

O2.1 — Power to Certify

The EACC has the power to grant, suspend, revoke or deny certification to individuals.

O2.2 — EACC Code of Conduct

The EACC Code of Conduct is made available to the public via the EAPA website. It provides a specific practice standard, as well as, an enforcement mechanism to sanction practitioners found to have violated CEAP® practice standards. The EACC has the obligation to establish and maintain a Code of Conduct that applies to every certified individual.

O2.3 — Power to Investigate

The EACC has the power to investigate complaints against individuals certified by the EACC, according to the *Rules and Procedures Regarding the EACC Code of Conduct* (2016).

O2.4 — Record Keeping

The EACC shall follow the EAPA record retention policy with respect to the handling, storage, maintenance and destruction of records.

O2.5 — Public and Confidential Information

- (a) Credentials sponsored by the EACC serve the employee assistance profession and the public. To this end, EAPA maintains information available to the public and employers. The public [CEAP® Directory](#) includes the name and mailing address of all active CEAP® credential holders who did not opt out of this directory listing. The [CEAP® verification](#) directory for employers confirms the status of an individual's CEAP® credential.
- (b) Confidential information maintained by the EACC includes disciplinary complaint information as per the Rules document section R2.6 and the content and discussion of appeals in O3.1.

III. Commissioners

O3.1 - Role and Responsibilities

Commissioner requirements:

- a) Commissioners must be members of EAPA at the time of application and throughout their three- year term.
- b) Commissioners must be current holders of the CEAP® credential in good standing.
- c) Each Commissioner should have a working knowledge of CEAP® certification, recertification and reinstatement requirements, and the EACC Code of Conduct.

Commissioners perform the following functions:

- d) Provide CEAP® training content and knowledge question development and revision by providing subject-matter expertise.
- e) Support CEAP® certification program policy development to maintain credential standards.
- f) Attend all EACC in-person and conference call meetings with a participation rate of at least 80%.
- g) Maintain confidentiality regarding the CEAP® knowledge question items, applicant information, ethics complaints, appeal requests and results, and all other issues deemed confidential by EACC.
- h) Speak at workshops, meetings, and similar venues regarding certification, EACC, and related topics.
- i) Represent the Commission, its standards and principles, to the public and to the profession to promote the value of the CEAP® credential.
- j) Review and vote on appeals and policy waiver requests.
- k) Provide timely review of CEAP® policies, publications, and related materials.
- l) Perform additional duties as requested by the EACC Chair.

Commissioners are restricted from:

- m) Participating in EAPA trainings or educational development activities that could be perceived as a conflict of interest during their EACC term and for one year, immediately, following the expiration of their term, unless asked by the EACC or EAPA's CEO.
- n) Concurrently serving on the EAPA Board of Directors.
- o) Endorsing candidates for EAPA elected office.
- p) Appointment to the EACC for consecutive three-year terms.

Ex-Officio Member Duties and Responsibilities:

- q) Provide insight, guidance and serve as a resource to the EACC to maintain continuity and advance EACC goals as a non-voting member.
- r) Execute responsibilities assigned by the EACC to promote EACC goals and actions.
- s) Attend all EACC meetings and functions to stay informed on current Commission matters.

O3.2 — Recruitment

Recruitment takes place every year to replace outgoing Commissioners. Commission vacancies are to be published to all active CEAPs and EAPA members via the EAPA website, and other appropriate channels, each spring. The application period typically closes in May and is completed by July. Current Commissioners are encouraged to suggest and refer qualified candidates.

The EACC Chair selects a nominating committee consisting of at least four (4) members. The Past-Chair, the current Chair and Chair-elect must participate. The current Chair must preside on the committee.

Interviews are conducted by the EACC Nominating Committee in two phases; 1) one-to-one phone screening using standardized questions; and 2) final group interviews. The Nominating Committee selects a slate of recommended candidates, to the EACC for approval, no less than two months prior to the EACC annual meeting. An alternate should be chosen in case an approved candidate declines appointment.

The EACC reviews and votes to approve the recommendation of the Nominating Committee. The EACC's recommendations are then forwarded to the EAPA Board of Directors for appointment, by the EAPA president, with the approval of the EAPA Board of Directors. The EACC Chair notifies successful candidates of their appointment to the EACC for a three-year term. This process is completed at least one month prior to the EACC annual meeting.

Each April, The EACC nominates a Commissioner to serve as Chair, for the following year. The incoming Chair will have an opportunity to shadow the current Chair for the preceding months until assuming Chair responsibility at the end of the Annual Conference. Any other officers deemed necessary are also elected, at this time. The EACC Chair is to be selected from among third-year Commissioners, and will remain on the Commission for a fourth year. All commissioners will vote in this election and the past year's chair may vote when called upon to break a tie.

EACC Commissioners are installed by the President of the EAPA Board of Directors during the EACC annual meeting.

O3.3 — Term of Service

Commissioners serve staggered three-year terms. The Commissioner's term of service begins at the end of the annual meeting, and runs through the end of the annual meeting three years hence. Commissioners cannot be appointed to serve consecutive three-year terms, though the Chair remains for one additional

year in a non-voting ex-officio capacity.

In cases where an exception is necessary, Commissioners who have served a full term may participate in EACC committee activities post-term by appointment of the current Chair. Past Commissioners may only meet with a committee in an ex-officio role and will not participate in full Commission meetings. Past Commissioners may remain on that committee only during the term of the Chair who appointed them, unless also appointed by the incoming Chair.

Commissioners are exempt from CEAP® recertification PDH requirements during their term but application for recertification and payment of fees must be completed prior to their CEAP® expiration date. If a Commissioner serves on the Commission during any portion of his/her three-year certification period, that period of service, regardless of duration, may be used as fulfillment of the PDH requirement for one cycle of CEAP® recertification. The same policy applies to credentialed members of the EAPA Board.

O3.4 — Resignation

Should a Commissioner become unable to meet the role and responsibilities in accordance with the provisions of the commitment to the Commission, the Commissioner should consult with the current EACC Chair to determine if continued participation is appropriate. Examples may include career change, inability to attend scheduled meetings, or limiting health conditions. After a review of the circumstances, the Commissioner is expected to resign from the Commission upon recommendation of the EACC Chair.

If the remaining term of service is one year or more, then the EACC Chair will immediately call a meeting of the nominations committee to discuss a replacement to present to the Commission for their approval at the next regularly scheduled EACC meeting.

Once approved by the EACC, the name of the replacement will be sent to the EAPA Board President for immediate appointment to the Commission. The newly appointed Commissioner will serve the remaining term of the Commissioner who resigned. The newly appointed Commissioner is eligible to serve as EACC Chair. However, if the newly appointed Commissioner serves longer than one year, the Commissioner will not be eligible to serve a consecutive three-year term.

O3.5 — Travel Policies

EACC travel is included under EAPA Travel Policies. EACC travel is a budgeted expense approved by the EAPA Board of Directors each year. When budgeted, reimbursement is available for in-person meeting expenses for current Commissioners during their term of service including; 1) round-trip coach airfare or mileage reimbursement by the current year's IRS rate that does not exceed the cost of airfare; 2) ground transportation to/from the meeting hotel; 3) hotel room rate and tax; and 4) Per diem according the current EAPA reimbursement rate. Meals provided by EAPA or, as part of the meeting, are excluded from per diem reimbursement. Receipts are required for airfare, ground transportation, and hotel room/tax reimbursement. Receipts are NOT required for per diem payments.

Excluded expenses: rental cars, hotel room nights at hotels not approved in advance by EAPA, hotel expenses other than room rate and tax, transportation to/from locations other than the airport and meeting hotel.

Updated travel policy information provided by EAPA staff supersedes information printed in this document.

After the meeting, each Commissioner is responsible for submitting a travel reimbursement expense form to EAPA staff for review and payment. Reimbursement should be received within a month.

IV. Meeting Procedures

04.1 – Attendance Requirement

Every Commissioner is expected to participate in each regularly scheduled meeting. The EACC follows parliamentary procedures adapted from Roberts Rules of Order for all meetings.

The EACC holds one in-person annual meeting. Currently, travel expenses to attend the EACC annual meeting are reimbursed during the Commissioner's three-year term. EAPA has not provided travel reimbursement for incoming commissioners.

Monthly meetings are held via teleconference or online meeting room and are typically one to two hours in duration. Meetings convened by conference call are no less official than face-to-face meetings. Commissioners are responsible for any expenses related to participation in monthly EACC meetings.

04.2 - Notification & Agenda

EAPA staff drafts the EACC meeting agenda, which is reviewed by the EACC Chair prior to distribution. Commissioners review the agenda and may add or remove items until the agenda is adopted at the beginning of the meeting. Documents supporting agenda items are provided in advance of the scheduled meeting. Commissioners are responsible for reviewing these documents in advance of the start of each meeting.

04.3 - Procedural Rules

The EACC Chair calls the meeting to order, followed by calling the roll of Commissioners and ex-officio members to determine that a quorum is present. Five (5) of the eight (8) Commissioners constitute a quorum. Committees must have a majority of the number of committee members to establish a quorum. Establishment of a quorum is required in order to make any decisions or to vote on any motions.

A motion may be proposed by any Commissioner, Ex-officio member, or staff. Ex-officio members and staff are not eligible to vote on any motion. When an action is proposed by a non-voting member, the Chair may request a voting member "move" the proposed action. Once discussion is complete, all voting Commissioners vote on the motion.

A Commissioner records meeting minutes and forwards them to the EACC for review and approval at the next monthly meeting.

V. GOVERNING LAW/VENUE

05.1 — Governing Law

The laws of the Commonwealth of Virginia shall govern should legal action be taken regarding these rules and operating procedures.

05.2 — Venue

All claims and suits regarding these operating procedures will be filed and pursued with the applicable court in the jurisdiction in which EAPA's headquarters are located.

Appendix

- A. Commissioner Oath
- B. Commissioner Responsibility and Commitment Form

Appendix A.

New EACC Member Investiture Oath

NEW EACC MEMBER INVESTITURE OATH

As President of EAPA, it is my honor and pleasure to install Commissioners of the Employee Assistance Certification Commission for three year terms beginning with this meeting.

You can take pride in being a Certified Employee Assistance Professional and an EACC Commissioner. The strength and vitality of this credential can, among other things, be enhanced by your committed and positive services to the EACC.

Important trust and significant responsibilities have been given to the newly appointed Commissioners. Certification authorities are fiduciaries who are given legal duties of loyalty, diligence, and obedience. A Commissioner is loyal when exercising good faith in reaching certification policy and business decisions; diligent when acting in the absence of personal interest; and obedient by limiting activities to authorized governing parameters and documents.

[Ask new Commissioners to raise right hand to take the Oath]

Do you solemnly promise to uphold and administer this Commission to the best of your ability and judgement; that you will faithfully adhere to the Code of Professional Conduct; that you will be governed by the principals and duties of loyalty, diligence, and obedience, always keeping in mind the interests of all CEAPs?

[New Commissioners answer by saying, "I do".]

I now declare you to be installed in the Commission which you have been selected. I extend to each of you my congratulations and best wishes for a most successful term.

Appendix B.

EMPLOYEE ASSISTANCE CERTIFICATION COMMISSION (EACC)
COMMISSIONER RESPONSIBILITY AND COMMITMENT FORM

As a member of the EACC, I will:

- Perform my duties to honor the trust of those who appointed me to the Commission and of current and prospective Certified Employee Assistance Professionals.
- Comply with all applicable statutes and regulations applying to non-profit organizations in general and to the EACC.
- Protect the interests of the Commission as determined by its mission and prudent business practice.
- Refrain from using my position on the Commission for my own personal advantage or the advantage of any special interests.
- Protect the confidentiality of all private or confidential information to which I become a party as a member of the Commission.
- Refrain from asserting authority as a commission member except when participating in a meeting of the Commission or as the Commission delegates to me.

Accept my personal responsibility to:

- Attend the meetings of the Commission and of Commission committees to which I have accepted appointment.
- Review all information and materials sent to me pertaining to Commission business and to provide to the Commission my best attention and judgement.
- Conduct myself to reflect credit on the Commission and the CEAP credential.
- Respect the integrity and abilities of my fellow Commission members and strive to advance the unity and harmony of the Commission, recognizing that all Commission actions, whether I agree, belong to the Commission, as a whole, and not to individuals.
- Resign from the Commission if I am, or become, unable to serve in accordance with the provisions of this commitment.

Signature

Date