



Certified Employee Assistance Professionals (CEAPs) are dedicated to enhancing the worth, dignity, potential and uniqueness of their clients, whether they are individuals or organizations. They are committed to increasing knowledge of human behavior and organizational effectiveness by continually working on their professional and personal growth. CEAPs recognize the need for continued training and education to best serve organizations and persons of all ages and cultural backgrounds. They are accountable for their work, and recognize the boundaries of their competence and limitations of their techniques. CEAPs are dedicated to the best interest of their clients, colleagues and society in general.

**CEAPs respect the rights
of the people they work with.**

Clients have the right:

- To expect a CEAP has met the minimal qualifications as required by EACC;
- To obtain a copy of the Code of Conduct;
- To report complaints to the EACC;
- To be informed of the cost of professional services before receiving services;
- To obtain copies of case records and to have the information explained clearly and directly;
- To expect complete confidentiality except as required by law;
- To be informed of employer's specific policies regarding confidentiality; and
- To refuse any recommended services and to be advised of the consequences of this action.