

		Employee Assistance Program (EAP)			
Owner:	Human Resources	Approving Position:	Common Council	Pages:	3
Issue Date:	12-22-2011	Revision Date:		Review Date:	
Special Instructions:	Complete revision using CVMIC model policy				

## I. PURPOSE

In an effort to assist City employees in maintaining healthy levels of emotional and physical wellbeing, and to limit the effect of personal problems on job performance, the City sponsors an Employee Assistance Program (EAP). The EAP is designed to provide short-term counseling and referral services to employees, their spouses and dependent children who may be experiencing physical, emotional, financial, drug, alcohol, marital, legal or family problems.

This policy does not alter or replace existing administrative policy or contractual agreements, but serves to assist in their utilization.

## II. GUIDELINES

The EAP will provide **confidential** assessment, short-term counseling, and referral at no cost to the employee or immediate family member with a resource through which they can address personal or work-related issues. The intent is to ensure that employees have access to assistance when they need it, and hopefully prior to problems appearing in the workplace. However, when problems do appear at work, the EAP helps supervisors, managers, and employees engage constructively to support employees as they address problems, seek and receive counseling or treatment, and return to work.

- A. The following services may be confidentially utilized by employees and/or family members:
  1. Counseling up to 6 sessions per issue is available in-person, telephonically or virtually. In-the-Moment support offered 24/7/365.
  2. Life Coaching to help you and your household members meet your personal and professional goals.
  3. Resource & Referral information
  4. Legal and financial consultation that includes a free 30-minute consultation per issue with an Attorney or Financial Planner and a 25% discount on legal services, if more time is required.
  5. Medical Advocacy to help you interpret medical information related to claims, coverage, and medical diagnosis.
  6. Personal Assistant to help with the everyday tasks on your "to-do" list.

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7. Child and Elder Care Resources
8. Your Member Portal is personalized for you with chat access. Includes access to: current health news, on-line assessment tools, child/elder/pet care self-searches, personal and professional development, training, and a library of articles on almost any work/life topic.

### B. Utilization of the EAP program

Utilization of the program is voluntary. Employees may use up to 6 counseling sessions through the EAP program (per problem or issue). For employees who would like to utilize more than 6 counseling sessions, the EAP counselor will facilitate a referral to another appropriate counselor, given the situation. Ongoing counseling or other services utilized by an employee or family member will be their responsibility.

### C. Referral

The City encourages the utilization of the EAP program through informal or self-referral by employees or their family members. Employees will receive contact information and an informative brochure about the EAP program upon hire and periodically throughout the City's contract with the provider. Employees and family members are encouraged to contact Human Resources if they do not have this information to confidentially obtain the telephone number of the provider. An employee's job security or future career advancement will not be jeopardized as a result of their participation in the Employee Assistance Program.

## III. PROCEDURE

### A. Appointments

Appointment with an EAP counselor can be made by contacting FEI Behavioral Health at 1-800-638-3327.

### B. Online Portal

1. Visit your [FEI Landing Page](https://myassistanceprogram.com/fei/) (<https://myassistanceprogram.com/fei/>) and click on "Select Portal & App" in the top menu
2. Register to create a new account using your company code: **(whitewater)**
3. A confirmation email will be sent to complete the process

### C. Confidentiality

The EAP is a confidential service. No information regarding a client will be shared without a signed consent form. Federal and/or state regulations do not protect participants from disclosure of information related to suspected child abuse and neglect, a situation deemed potentially life threatening, or commission of a crime against property or personnel.

### D. Work Performance

When an employee is experiencing work performance problems, the supervisor, following established procedures, should work with the employee in an effort to establish acceptable levels of performance.

#### 1. Informal Referrals

If it appears that poor performance is or may be due to personal problems or impairment, the supervisor may informally refer the employee to EAP as part of a performance improvement

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plan. The referral to the EAP does not lessen the expectation that work performance must be improved.

### 2. Formal Referrals

A formal referral may be initiated as an alternative to discipline or as part of a last chance agreement where the employee is agreeing to assessment, referral and subsequent treatment as a method to retain their job with the City. Formal referrals and last chance agreements must be coordinated through Human Resources or the City Attorney's office.

E. It is appropriate and encouraged that supervisors consult with an EAP counselor regarding employee concerns. The counselor must maintain employee confidentiality and will typically maintain a neutral position with respect to workplace conflict, with the exception of conditions set by the City for continued employment (i.e., drug and alcohol rehabilitation).