

CITY OF SPRINGFIELD
EMPLOYEE ASSISTANCE PROGRAM POLICY

POLICY

The City of Springfield has contracted with LifeServices EAP (Employee Assistance Program) to help employees with personal issues that could affect work performance.

Periodically employees will have personal issues that affect their work such as alcohol/drug use or abuse, mental/emotional problems, family/marital difficulties, and financial/legal troubles. Most issues can be successfully treated, especially when identified at an early stage. The EAP Program is established to assist these employees in recognizing and treating their personal issues so that they can perform their work without distraction or interference.

Participation in EAP is strongly encouraged to be on a voluntary basis. Employees using the EAP will not have their position or promotional opportunities jeopardized as a result of participation in the EAP Program.

The provisions of any other City ordinance and/or policy (e.g., Rules of the Civil Service Commission, Drug and Alcohol Testing Policy, Workplace Violence Policy) take precedence over this policy.

SCOPE

All full-time and part-time regular employees and their family members are eligible to use the EAP Program.

For the purpose of this policy, family members are defined as spouse, children, step-children residing in the employee's household, and individuals for whom the employee has legal guardianship or claim as dependents for income tax purposes.

PROCEDURES

A. Self Referral Procedure

1. Employee self referral. Employee calls the EAP directly to arrange an appointment with the counselor.
2. Family member self referral. Family member calls the EAP directly to arrange an appointment with the counselor.

B. Supervisor Referral Procedure

1. The primary basis for a supervisor referral will be a decline in work performance and/or an on-the-job incident, as referenced in the *Employee Assistance Program Supervisor's Training Manual*.
2. Before discussing EAP with the employee, the supervisor or other designated staff member such as the department's EAP Coordinator or field personnel liaison will consult with the EAP counselor regarding the employee's possible participation in the program.

3. After work performance and/or the incident have been reviewed with the employee, the supervisor will then inform him/her of the recommendation to make an appointment and participate in the EAP.
 4. The employee may choose to accept or reject the referral.
 5. If accepted, the supervisor or employee will arrange an appointment with the EAP counselor.
 6. The employee may be allowed to take up to two (2) hours of work time to attend an initial appointment with EAP. Subsequent appointments will be scheduled using approved leave time or during non-work hours.
 7. The supervisor will be advised by the EAP only the following:
 - a. That the employee kept or did not keep the appointment.
 - b. That the employee is participating or not participating in the EAP.
 - c. Whether the employee will require time away from work.
 8. If the employee rejects the EAP and work problems continue, then no other action toward EAP is required EAP activity is concluded.
 9. If rejected, normal disciplinary action will be taken based on work performance.
 10. Confidentiality will be maintained regarding the nature of the problem unless employee desires disclosure and signs a consent form.
- C. Mandatory Supervisor Referral Program
1. In the event of either a serious on-the-job incident that may otherwise result in discharge, or involvement in a job-related critical incident, an employee may receive a mandatory referral to EAP.
 2. The employee's supervisor or other designated staff member such as the as the department's EAP Coordinator or field personnel liaison will contact with EAP staff to advise them of the mandatory referral and to schedule an initial appointment for the employee.
 3. The employee's participation in EAP as a result of a mandatory referral is not voluntary.
 4. If required by the referring party, the EAP counselor will contact the supervisor or other designated staff member to verify that the employee has completed a course of treatment or education and report those to the City.
 5. The employee may be prohibited from returning to work until he/she has demonstrated successful completion of all recommendations of the EAP counselor.
- D. Mandatory Supervisor Referral Procedure for Employees in Violation of the Drug and Alcohol Testing Policy.
1. The City adheres to the U.S. Department of Transportation (DOT) regulations regarding drug and alcohol testing of employees in safety-sensitive positions. For both the DOT testing pool and the Non DOT testing pool. Employees covered by the City's Drug and Alcohol Testing Policy shall abide by those provisions if they test positive for drugs or alcohol.
 2. In the event of a positive drug or alcohol test that requires a referral to a Substance Abuse Professional (SAP) an employee may receive a mandatory referral to EAP/SAP.

3. The EAP Coordinator or HR staff member will contact the EAP/SAP to advise them of the mandatory referral.
 4. The employee's participation in the SAP process is not voluntary.
 5. In order to maintain employment, the employee must adhere to all recommendations of the SAP.
 6. The SAP is required to document that the employee has completed a course or treatment or education and report those findings in a follow-up report to the City.
 7. The employee may be prohibited from returning to work until he/she has successfully completed all recommendations of the SAP and complied with all other requirements.
- E. EAP assessment, referral and short-term counseling services for employees and family members include:
1. Problem assessment and diagnosis.
 2. Short-term counseling
 3. Resource identification and referral to appropriate professional or agency when applicable.
 4. Follow-up with employee and/or family members.
 5. Contact with referral agency to make sure the employee arrived, services are appropriate, and employees is participating at a satisfactory level.
 6. For supervisor referrals **only**, feedback to the referring supervisory is stating the level of employee participation.
- F. Cost
1. There is no cost for an employee or family member to consult with an EAP counselor (up to six (6) sessions). If further counseling outside the scope of the EAP is necessary, the EAP counselor will outline community and private services available. The counselor will also assist clients in determining whether any costs associated with private services are covered by their health insurance plan. Fees are not covered are the responsibility of the employee.
- G. Contact Information:
- LifeService, EAP
1-800-822-4847
Lifeserviceseap.com
Click: Website Services Log-in
User name: Springfield Password: employee

Adopted by the EAP Advisory Committee, 7-19-17

