

CORPORATE POLICY

SUBJECT: Employee Assistance

CATEGORY: Human Resources

ORIGINAL DATE: May 1, 1996

REVIEWED DATE: September 27, 2017

REVISION DATE: September 27, 2017

I. POLICY:

The Lake County Health Department and Community Health Center (LCHD/CHC) has a strong commitment to the health, safety, and welfare of its employees, their families, and its customers. The Health Department recognizes that a variety of personal problems, such as emotional distress, family issues, alcoholism, and drug abuse, can be devastating to employees and may affect work performance, if left unresolved. As a commitment to employee's health and well-being, the Health Department offers its employees access to confidential professional guidance and counseling through an Employee Assistance Program (EAP).

II. SCOPE:

All Lake County Health Department and Community Health Center employees.

III. PROCEDURE:

The purpose of the EAP is to provide a practical and constructive resource for dealing with employees' personal problems which affect the work situation, or to aid those employees and family members who wish to use the program as a means of resolving a personal problem.

Regardless of its nature, early problem identification is the key to successful treatment. To encourage early intervention, supervisors and managers should be alert for those employees who may be having problems and encourage early utilization of the EAP.

Referral procedure is designed to facilitate:

A. Self-Referral

1. An employee or household member who desires confidential assistance for a personal problem should call the EAP office and ask to speak to an Employee Assistance Counselor.
2. The employee will either provide the necessary assistance or information over the phone, or arrange an appointment for consultation at the EAP office.
3. All communication between the counselor and the employee or family member will be held strictly confidential (unless the client asks that the information be shared and gives written permission to do so).

B. Management/Supervisory Referral

1. A manager or supervisor may refer to the EAP under the following circumstances and in consultation with the Human Resources Director:
 - a. Documented decline in work performance.
 - b. A specific incident on the job that may indicate the presence of a personal problem.
2. When management refers an employee to the EAP, management will be advised only of the following:

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- a. Whether the employee kept the appointment.
 - b. Whether there is a personal or health problem for which there is help, but not the specific problem itself.
 - c. Whether the employee is willing to accept that help.
 - d. Whether employee **will not** require time away from work.
 - e. Whether employee **will** require time away from work, in which case a specific leave date will be given by the EAP Counselor and management will be advised as early as possible of the return date to work.
- C. If the employee rejects the offer of referral to the EAP and the work problems do not recur after the interview, no further action is required.
- D. Nothing in this policy shall limit the right of the LCHD/CHC to take disciplinary action against an employee.
- E. Seeking or accepting help from the EAP will not affect an employee's job security or opportunities for promotion.
- F. It is recognized that non-professionals do not have the qualifications or training to diagnose drug/alcohol abuse or other types of personal problems. All referrals other than self referrals, therefore, will be based solely on the status of the employee's job performance.
- G. The decision to request and/or accept help through the EAP is entirely voluntary.
- H. Employees referred to, and participating in, the EAP will be expected to meet existing job performance standards and established work rules.
- I. All EAP records will be maintained in the EAP office and kept strictly confidential. EAP records will not be disclosed to anyone other than the employee or family member involved, except under court order.
- J. If the EAP counselor makes a referral to outside treatment resources, expenses incurred will be reimbursed in accordance with the provisions of the applicable insurance policy.
- K. Implementation of the policy will not require, or result in, any special regulations or exemptions from standard administrative practices. This program is not intended to replace normal disciplinary procedures, or in any way block any employee's legitimate access to grievance procedures.

IV. REFERENCES:

None

V. AUTHORS/REVIEWERS:

Designated Review Team, Corporate Policy and Procedure Committee, Executive Team, and Lake County Board of Health Personnel Committee

VI. APPROVALS:

Lake County Board of Health President

Signature: _____

Date: _____