

	Policy: Employee Assistance Policy (EAP)	Effective Date: October 20, 1998
		Revision Effective Date:
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	<i>Jerry E. Cox</i> <hr/> Jerry E. Cox, City Manager	<hr/> Human Resources Responsible Party

POLICY

1. The City of Monroe will assist employees in seeking resources to address personal or behavioral problems that have, or could adversely affect their job performance. Such problems may include marital and family stress, financial and legal concerns, emotional problems, and such illnesses as drug dependency and alcoholism.
2. The City is not interested in intruding into employees' personal lives. However when personal problems affect job performance and productivity, then the City has a concerned interest.
3. Management will offer employees an opportunity to use the Employee Assistance Program (EAP) when job performance is affected by personal problems to help them resolve their problems in an effective and confidential manner.
4. All Employee Assistance Program records will be the property of the Employee Assistance Program Provider and will not be released without an employee's consent. This is necessary to maintain the highest standards of confidentiality.
5. Employees participating in the City of Monroe Employee Assistance Program will enjoy the same job security and promotional opportunities as other employees. However as other employees, an acceptable level of job performance is to be maintained.
6. Employees are encouraged to participate voluntarily in the EAP before personal problems affect their job performance. The EAP is also available to an employee's spouse or dependents.

PROCEDURE GUIDELINES

The City of Monroe EAP Policy establishes a confidential system of employee assistance which benefits all regular full-time and part-time employees, their families and the City. This system shall be called the Employee Assistance Program.

All employees are encouraged to participate in the EAP. All Department Heads and Supervisors are expected to use the program to increase their effectiveness in dealing with work performance problems and absenteeism.

Eligibility

All regular, full-time and regular part-time employees are eligible. Since problems at home may also affect an employee's personal well-being or job performance, the EAP is also available to an employee's spouse or dependents.

Referral Procedure

Employees may obtain professional assistance through the EAP in any of the following ways:

- (a) Self-referral - employees may contact the EAP directly, or may request assistance from the Human Resources Director, Department Head or Supervisor. Any permanent full-time or part-time employee or member of their family is entitled to use the services of the EAP. All communication between the employee and EAP will be held in strictest confidence unless the employee requests other City officials be notified.
- (b) Management Referral - the basis for referral to the EAP by a Supervisor, Department Head, Human Resources Director or City Manager must be based upon either a decline in the employee's work performance, or a particular incident which indicates the possible presence of a personal problem. When an employee's performance (productivity, attendance, conduct) has been unsatisfactory, keep in mind the EAP is supplemental to good management practice and personnel administration, not a substitute for them.

SUPERVISOR/MANAGEMENT RESPONSIBILITIES

1. Be Alert through regular observation of work habits and behavior.
2. Document in writing all unsatisfactory work performance.
3. Conduct Performance Interviews to discuss negative work patterns and personal conduct.
4. Coordinate an offer of EAP assistance along with the application of any disciplinary procedure if warranted. Provide the employee information about the EAP. Explain to the employee that the EAP is there to assist them. Document all efforts to encourage employees participation. The "Notification of Violation of Policies or Procedures" form can be utilized to record this information.
5. Contact the EAP or Human Resources Director whenever a management referral is contemplated. The EAP will serve as a resource for you, both in evaluating evidence of declining performance, as well as helping you plan your interview with employee.

OTHER PROCEDURES

1. An employee may schedule appointments with the EAP during office hours with the approval of employee's immediate Supervisor and Department Head.
2. Employees may be granted sick leave for EAP consultation and treatments for rehabilitation on the same basis as for other health problems.
 - a. Follow-Up - The corrective action process ends when the problem has been corrected. This requires continuous involvement and follow-up by the Supervisor. If the problem

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remains unresolved, take required action. On the other hand, if progress is being made, reinforce the employee's successful efforts and improved performance. Regardless of the situation, document all efforts to assist an employee.

- b. Disclaimers - The EAP does not reduce either Department Heads' or Supervisors' authority or prerogatives. The EAP does not prevent employee disciplinary actions, including discharge. Employees who utilize the EAP are assured that neither their employment nor their career advancement will be affected merely by use of the EAP.