



Human Resources Policies and Procedures

Policy Title: Employee Assistance Program	Policy Number: 4.14
Effective: October 30, 2005	
Supersedes: 1988 Rules and Regulations #26, p28	
Approval: <i>Carl S. Robinson</i>	Page 1 of 4

1.0 Scope

- | | |
|--|--|
| <input checked="" type="checkbox"/> Full-time | <input checked="" type="checkbox"/> Salaried |
| <input checked="" type="checkbox"/> Part-time | <input checked="" type="checkbox"/> Union |
| <input checked="" type="checkbox"/> Temporary/Contract | <input type="checkbox"/> Independent Contractors |

Employees who are covered under the provisions of a collective bargaining agreement will follow the standards as contained in their respective contracts if this policy conflicts with the language in the contract.

2.0 Purpose

The City of Ann Arbor believes that the personal happiness and well being of its employees are critical to their ability to be productive, effective, and efficient. To assist employees and their eligible dependents with personal problems that may affect the employee's job performance, the City has established an Employee Assistance Program.

3.0 Policy

- 3.1** The City of Ann Arbor recognizes that a number of personal or medical problems may affect employee job performance and that these problems can improve through effective professional assistance. Personal/medical problems addressed by this policy may include alcoholism and other chemical dependency, marital/family conflicts, financial/legal difficulties and emotional problems.

DISCLAIMER

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- 3.2 In the hope of improving the job performance of employees affected by personal/medical problems so they may be retained as valuable members of the staff, those employees will be offered referral for professional assistance through the Employee Assistance Program (EAP) sponsored by the City of Ann Arbor. This is a confidential service available to employees and family members.

4.0 Responsibility

It is the responsibility of management to carry out the provisions of this policy and to assure complete confidentiality to employees having personal/medical problems. It is the responsibility of each employee to seek out the services of the EAP if they desire, or to follow-up if referred to EAP. Further, it is the responsibility of each employee to follow-up with the EAP if referred to it by management.

5.0 Procedures

- 5.1 Sometimes, when an employee exhibits a pattern of deteriorating job performance, this change in job performance may be due to a medical or personal problem which is beyond the employee's control and requires assistance. The City believes it is in the best interest of the employee and the City that personal/medical problems be identified and treated at the earliest possible stage.
- 5.2 The City of Ann Arbor believes the decision to seek assistance and accept treatment for any personal/medical problem is the responsibility of the employee and assures confidentiality will be maintained in assisting employees in getting the help they need
- 5.3 Employees who seek assistance will not be penalized for having recognized their problem.
- 5.4 When substandard work performance appears to be caused by illness or personal problems, employees will be counseled by their supervisor and will be expected to secure appropriate treatment or assistance.
- 5.5 If an employee's performance does not improve within a reasonable period of time, even though the employee has participated in the EAP, disciplinary action or performance improvement plan must still be utilized, according to established policies and procedures.

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- 5.6** The Employee Assistance Program offers free, confidential assessment/referral services to all City of Ann Arbor employees and their family members. The EAP is responsible for providing services to employees who directly request services for themselves or on behalf of a family member. It is the responsibility of the employee to make the initial contact with EAP, although a supervisor or co-worker may refer him or her.
- 5.7** Employees who refer themselves or who are informally referred by a co-worker, a supervisor or staff from other units, may arrange to use EAP services before or after scheduled work hours or during work hours with supervisory permission.
- 5.8** No information regarding a self-referral or informally referred employee is released by EAP staff to other persons, agencies, or employees until a formal Release of Information Consent Form has been executed or an Emergency Release of Information Form is necessary.
- 5.9** Formal supervisory referral to the EAP must be based strictly on documented attendance or job performance problems.
- 5.10** When a supervisor identifies an attendance or job performance problem which is not corrected by normal supervisory assistance, the following procedure is to be followed:
- A. Supervisor discusses situation with Human Resources Services to determine if EAP counselor referral might be indicated by the performance patterns observed.
 - B. If so indicated, Human Resources Services prepares a written memorandum formally referring employee for evaluation by the EAP counselor and provides the counselor with necessary background information regarding the employee.
 - C. Supervisor meets privately with employee to discuss the unsatisfactory attendance or job performance and to present the memorandum referring employee to EAP and describes EAP policy regarding confidentiality and that participation in the EAP is voluntary.
 - D. If the employee agrees to utilize the EAP, Supervisor or Human Resources Services assists him/her in contacting EAP counselor.

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- E. If the employee does not agree to utilize the EAP, the choice not to seek assistance will be treated as a performance issue.
 - F. A formally referred employee is released by the supervisor during paid work time to attend the initial appointment with the EAP counselor.
 - G. Employee should arrange any further EAP appointments or treatment services before or after scheduled work hours.
 - H. Human Resources Services documents in confidential records, separate from the personnel file, that the employee was referred to the EAP, and contact was made to EAP.
- 5.11 EAP counselor meets with the employee, determines nature of the problems, and develops a mutually agreeable plan to address the problem. This may include a referral to the most appropriate external resource to assist in addressing the problem and follow-up services as appropriate.
- 5.12 EAP counselor informs the supervisor and/or Human Resources Services only regarding whether or not employee keeps the appointment and whether the employee decides to follow recommendations of the counselor. Provides no further information to the supervisor, other staff or individuals unless a formal Release of Information Consent Form has been executed or an Emergency Release of Information Consent Form has been executed or an Emergency Release of Information Form is necessary.

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