



# EMPLOYEE ASSISTANCE PROGRAM

PM-42-07

## Section: 42-00, HEALTH BENEFITS

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### I. PURPOSE AND SCOPE

The City of Memphis Government Employee Assistance Program is provided as a service to employees and their dependents and is a reflection of the City Government's responsibility to provide a safe workplace as well as concern for the well-being of employees, their families, and the citizens of Memphis.

### II. POLICY STATEMENT

The program will provide appropriate professional services for emotional, psychological, marital and family problems, substance abuse, and financial difficulties for regular, full-time City of Memphis Government employees and their dependents. Such problems, if left untreated, often result in impaired work performance, such as decreased productivity, absenteeism, unacceptable conduct, safety concerns, on-the-job injuries, and increased medical care usage.

### III. ELIGIBILITY

Employee Assistance Program services are available to regular, full-time City of Memphis employees and their dependent family members.

Terminated employees and their dependents are eligible only if the terminated employee elected to continue medical insurance coverage through the (City of Memphis Government) at the time of termination.

### IV. PROCESS

Employees may receive Employee Assistance Program services through any of the following routes:

#### A. Self-Referral

A self-referral occurs when an employee contacts the EAP staff directly. Appointments for a self-referral will be made on the employee's own time, and confidentiality will be maintained to the extent provided by law. Managers, employee representatives, and co-workers are encouraged to suggest that troubled employees refer themselves to the Employee Assistance Program.

**Note:** The City of Memphis is a drug-free workplace. In cases involving drug use or alcohol misuse, self-referred employees will be required to complete the prescribed EAP program including a follow-up testing plan. Failure to comply with the prescribed program or a positive test result shall result in discharge from the EAP services, written



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notification to the employee's EAP Coordinator, and appropriate disciplinary action up to and including termination.

### B. Management Referral

A management referral may occur when an employee demonstrates poor job performance, attendance problems, unacceptable conduct or other policy violations. The management referral to the Employee Assistance Program does not replace the City's established disciplinary procedure or the manager's responsibility to address such problems when they occur. It is intended, however, to allow the employee an opportunity to seek help for problems that may be contributing to the workplace problems.

The following steps will be taken by the referring manager:

1. Inform the employee that you are making a referral to the Employee Assistance Program; complete the management referral form and give the employee a copy. File a copy of the form in the employee's file.
2. Inform the employee that he/she must be seen by the EAP Counselor as soon as possible, but within seven (7) calendar days at the latest.
3. Call the EAP Office and report the referral. Forward a copy of the Management Referral form to the EAP Counselor.
4. The EAP Counselor will, at the initial meeting, execute an EAP Participation Agreement and thereafter report compliance or noncompliance with the agreement to the referring manager and/or the EAP Coordinator. Failure to comply with the EAP Participation Agreement will result in discharge from Employee Assistance Program services. With the exception of referrals for drug/alcohol abuse, subsequent disciplinary action shall result from continued workplace problems not from failure to comply. However, in cases involving drug use or alcohol misuse, failure to comply and to satisfactorily complete the prescribed program as directed shall constitute gross insubordination resulting in appropriate disciplinary action up to and including termination.

### C. Critical Incident Referral

Critical incident referrals occur when employees are subject to trauma in the line of duty. Examples include, but are not limited to:



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1. Police Officer seriously injured or involved in a shooting.
2. Fire Fighter seriously injured or involved in fire fatality.
3. Employee involved in, or witness to, a serious injury or death.

In such situations, management shall notify the EAP Office of the incident as soon as possible. The EAP Office will then arrange for an individual and/or a group debriefing within forty-eight (48) hours.

### **V. LIMITATIONS OF EAP SERVICES**

If an eligible employee or dependent is found to need treatment outside the scope of services provided by the Employee Assistance Program, proper referral will be made and coverage will be provided under the provisions of the Psychological and Substance Abuse PPO and within the established limits of the City of Memphis health plans. In order to be eligible for such additional assistance, the employee must first contact the Employee Assistance Program or the Psychological and Substance Abuse PPO case manager. The City is not liable for payment for such services if the employee or dependent is not covered by the City's health plans.

### **VI. CONFIDENTIALITY**

Diagnosis, treatment details, and other personal information will comprise the EAP record. Confidentiality will be maintained to the fullest extent provided by law. However, in accordance with the City's intent to fully comply with the Drug-Free Workplace Act and Department of Transportation (DOT) regulations, referrals involving substance abuse will receive proper follow-up including referral for appropriate drug/alcohol testing as required by these legal mandates and/or the City's Substance Abuse Policy.

If an employee is subject to disciplinary charges or is involved in appealing disciplinary action related to drug/alcohol problems, the employee's EAP records shall be made available to City officials who have legitimate need to know.



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## VII. RESPONSIBILITY

### A. Management

1. Disseminate this policy to all employees.
2. Consistently administer the disciplinary process and make management referrals to the Employee Assistance Program when indicated.
3. Carefully follow the process for employee referral and follow-up.

### B. Employee

1. Contact your Division's EAP Coordinator or the Employee Assistance Program for assistance with problems that may negatively affect work performance.
2. Follow through on management referrals for treatment of problems that are negatively affecting work performance.
3. Abide by the terms of this policy and the terms of any EAP treatment plan agreed upon.