

Q. EMPLOYEE ASSISTANCE PROGRAM

GENERAL POLICY

It is the policy of Scott County to offer an Employee Assistance Program (EAP) to its employees and their families to provide confidential assistance to them before their problems have a negative impact on work performance, family relationships and their general well-being.

SCOPE

This policy is applicable to:

All employees responsible to the Scott County Board of Supervisors;

All employees responsible to a county elected office holder with the exception of the elected office holder themselves and Deputies;

All elected office holders and/or Deputies provided the appropriate elected office holder and the Board of Supervisors have certified its applicability;

All employees not directly responsible to either the Board of Supervisors or an elected office holder and whose governing body and the Board of Supervisors have certified its applicability.

Whenever the provisions of this policy are in conflict with the Code of Iowa, or with a collectively-bargained agreement between the County and a certified bargaining unit, the provisions of the collectively-bargained agreement and/or the Code of Iowa will prevail.

DEFINITION OF THE EMPLOYEE ASSISTANCE PROGRAM

The confidential employee assistance program (EAP) is designed to provide professional services to employees and their family members in addressing life issues that may interfere with their well-being, work performance or health.

The EAP professionals can help employees and their dependents manage many of life's challenges, including family or relationships issues, emotional or mental health, work/life balance, substance abuse, personal growth, financial or legal issues and other issues that interfere with daily living. In addition, the EAP can help individuals set and achieve life goals.

OBJECTIVES OF EAP

The primary objectives of the Employee Assistance Program are:

1. To assist an employee whose job performance is impaired due to problems in his/her personal life through referral to an appropriate agency and/or treatment facility.
2. To encourage an employee with personal problems to seek assistance on his/her own initiative before job performance is impaired.
3. To assist employees in identifying performance problems that may be corrected through an employee's participation in EAP.
4. To return an employee's work performance and/or attendance to responsible and acceptable levels.
5. To provide the means by which an employee can prevent the development of serious and lasting behavioral/health problems.

CONFIDENTIALITY

All information related to an individual's participation in the EAP will be held in strict confidence by the EAP provider. The County respects and shall vigorously safeguard the right of EAP participants to confidential treatment.

The EAP provider is responsible for the collection and confidential storage of all information related to EAP activity at Scott County. This information shall be kept in secure files and shall be accessible only to EAP provider staff who deals directly with that client.

Information related to an individual's participation in the EAP shall not be released without the prior written consent of the participant except in the following cases:

1. Mandatory reporting to the Iowa Department of Human Services of any suspected or known cases of child abuse,
2. If determined or have reasonable cause to believe person may be dangerous to themselves or others,
3. When disclosure is required by law.

TRAINING

In the interest of effective implementation of the Employee Assistance Program on an ongoing basis, periodic training will be provided to supervisory staff on how to identify and handle performance problems that may be corrected through an employee's

participation in EAP. Training will be offered by the provider and coordinated with the Human Resources Department.

In addition, the EAP provider may conduct periodic educational programs and distribute informational brochures designed to acquaint employees and their families with the services available through EAP.

ADMINISTRATIVE PROCEDURES

1. Procedure for Self Referral.

An employee or family member is encouraged to seek confidential assistance through the EAP on his/her own initiative by contacting the EAP provider in person or by telephone. Contact information is available on the internet or through the Human Resources Department.

2. Procedure for Supervisory Referral.

Employees will be encouraged to contact the Employee Assistance Program for assessment and appropriate referrals when a supervisor has concerns related to an employee's work performance, behavior, attendance, or specific job-related incidents which indicate the possible presence of a personal problem. Supervisors should consult with the Human Resources Director before making a mandatory referral. In those cases of a supervisory referral the EAP provider will provide the Human Resources Department with confirmation that the employee has attended the required session(s).

Regardless of an employee's participation in EAP, he/she is responsible for achieving an acceptable standard of performance and correcting identified performance deficiencies.

3. Access to EAP. Employees enrolled in the health insurance may contact the EAP provider directly. The first three visits are covered by the county's insurance provider at no cost. Any additional visits are subject to the insurance benefit co-pays. Employee not enrolled in the health insurance desiring to access EAP should contact Human Resources for billing instructions.