

CITY OF APPLETON PERSONNEL POLICIES	TITLE: EMPLOYEE ASSISTANCE PROGRAM	
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I. PURPOSE

In an effort to help City of Appleton employees **and their families** maintain healthy levels of emotional, **work-life, and** physical well-being, and to limit the effect of personal problems on job performance, the City sponsors an Employee Assistance Program (EAP). This benefit comes at no cost to the employee **or dependents** and is designed to provide short-term **Confidential** Counseling and referral services, **Financial Information and Resources, Legal Support and Resources, Work-Life Solutions and Guidance Resources Online** to employees, their spouses and dependent children. Services rendered by the EAP are provided through a contract with a private employee assistance-consulting firm.

II. POLICY

~~The City's Human Resources Department~~ **City of Appleton** shall **provide confidential and voluntary assistance through its employee assistance program (EAP) to all employees and their dependents who may be faced with dynamic challenges of financial concerns, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional worries, child care problems, etc** ~~The City of Appleton encourages its employees and family members to take advantage of this valuable employment benefit. be responsible for the coordination of an Employee Assistance Program. This~~ **The Human Resources Department** will promote the utilization of the EAP through the City's HealthSmart **committee and Leadership Teams**.

III. DISCUSSION

CONFIDENTIAL COUNSELING: One component of the EAP is a confidential information referral, and counseling program. Trained professionals provide assistance in identifying the problem, exploring ways to resolve the problem, lending support during a crisis or difficult situation, and providing appropriate referral and counseling services.

The EAP can help employees with a variety of concerns, including, but not limited to:

- Marital/family/relationship issues
- Stress and anxiety
- Depression
- Alcohol/drug problems
- Financial concerns
- Legal concerns
- Employee/co-worker conflicts
- Problems with a supervisor

As soon as an employee or a family member recognizes that he/she may have a problem, the employee or family member should contact the EAP. Employees and their family members are encouraged to seek help before a situation becomes critical. Even if an individual is not sure he/she needs assistance, an EAP counselor may put the issue in a better perspective. An issue is defined as a problem if it takes up a considerable amount of time in person's thoughts, causes worry or illness, or is affecting job performance.

FINANCIAL INFORMATION AND RESOURCES: Employees or family members may speak by phone with Certified Public Accountants and Certified Financial Planners on a wide range of financial issues including:

- Getting out of debt
- Credit card or loan problems
- Tax questions
- Retirement planning
- Estate planning
- Saving for college

LEGAL SUPPORT AND RESOURCES: Employees or family members may talk with an attorney by phone. If you require representation, you can be referred to a qualified attorney in your area for a free 30 minute consultation with a 25% reduction in customary legal fees thereafter. Examples of questions you may call about are:

- Divorce and family law
- Debt and bankruptcy
- Landlord/tenant issues
- Real estate transactions
- Civil and criminal actions
- Contracts

WORK-LIFE SOLUTIONS: Work-Life specialists will do the research for you, providing qualified referrals and customized resources for:

- Child and elder care
- Moving and relocation
- Making major purchases
- College planning

- **Pet Care**
- **Home repair**

GUIDANCE RESOURCES ONLINE: Guidance resources online is a one stop for expert information on issues such as relationships, work, school, children, wellness, legal, financial, free time and more. Resources may include:

- **Timely articles**
- **Help sheets**
- **Tutorials, streaming videos**
- **Self-assessments**
- **Ask the expert; personal responses to your questions**
- **Childcare, eldercare, attorney and financial planner searches**

IV. REFERRAL PROCEDURES

Employees may access the EAP either through self-referral or supervisory referral.

Family members may access the EAP through self-referral by calling 844.393.4982 a designated number assigned to the City of Appleton. This number will be posted on bulletin boards throughout the City as well as the Human Resources Internet page and the Healthsmart page.

Online services can be obtained by visiting www.guidanceresources.com and enter the Company ID: CityofAppleton Employees and family members are able to set up an account and can access these on line resources 24 hours a day, 7 days a week.

Self-referral:

When an employee or eligible family member contacts the EAP as a self-referral, no one will know they have used the program unless the individual seeking assistance tells someone. No information is released to anyone without the individual's written consent unless it is required by law (i.e. when a person is a danger to society or him or herself). All records related to the self-referral will be kept at the EAP's location and **not accessible by the City unless the individual has authorized.**

Informal supervisory recommendation:

Supervisors, co-workers, or peers may consider recommending the EAP to individuals who are struggling with a personal or work-related concern. Informal supervisory referrals are voluntary.

Formal supervisory referral:

A formal supervisory referral is voluntary and associated with a pattern of deteriorating performance or conduct.

Mandatory Referral:

At times, employees may be required to see an EAP Counselor. Mandatory referrals are typically used as a result of any serious incident or problem that has affected or may affect the safety of the employee or workplace. (Some examples might be: threats of violence, substance abuse, etc.) In such a referral, failure to use the EAP may result in discipline up to and including discharge. A

mandatory referral shall require prior approval of the Department Director, Human Resources Director and City Attorney.

If an employee is referred to EAP as a result of a mandatory referral the employee may be asked to sign a release to enable designated individual(s) to verify that the employee is following the required plan. The nature of the problem will not be disclosed to anyone without the employee's written permission. Supervisors may contact Human Resources for guidance when making a referral and for sample referral letters.