

SECTION 212: EMPLOYEE ASSISTANCE PROGRAM

212.1 POLICY: It is the policy of Black Hawk County to offer an employee assistance program (EAP) to all its employees and their dependents to provide confidential assistance to them before their problems have harmful effects on work performance, family relationships, and their general well-being.

Black Hawk County recognizes that alcoholism or abuse, drug dependency, emotional illness, family problems, etc., can be highly complex conditions that can be successfully resolved. An employee's personal problems are a concern of the department when an employee requests assistance or when the problem affects job performance, attendance, interpersonal work relationships, or poses a safety risk to other employees. An employee's job performance may also be affected when a member of his/her family is afflicted with personal or health problems.

212.2 SCOPE: This program is available to all Black Hawk County employees and their family members.

212.3 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, job performance, or health.

The EAP professionals can help employees and their dependents manage many of life's challenges, including family or relationship 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.

212.4 PROCEDURES: EAP services are provided to Black Hawk County employees and their family members by Employee & Family Resources, which can be reached 24 hours a day, seven days a week. If more than a telephone consultation is appropriate for the situation, the counselor will make arrangements for the individual to receive either in-person sessions with a qualified EAP counselor in his/her area, or life coaching from a trained life coach, delivered via telephone and personal web site portal. Further information regarding the various services offered by Employee & Family Resources can be obtained at www.efr.org/eap.

212.5 FORMAL REFERRAL: A formal referral to the EAP may be made by a manager or supervisor as part of addressing concerns related to an employee's behavior or work performance. It is recommended that the manager/supervisor contact the Human Resources Department for assistance in making a formal EAP referral.

212.6 TIME OFF FOR APPOINTMENTS: Employees who need to request time off during working hours for EAP appointments must use applicable accrued leave. A detailed explanation for the time off request is not required.

In the case of a formal referral, only the initial referral appointment shall be counted as paid time (hours worked) if the appointment is made during the employee's regular working hours. Any follow-up appointments made during regular working hours after the formal referral shall require the employee to use applicable accrued leave.

212.7 PAYMENT FOR SERVICES: The employer will pay the EAP provider for a maximum of up to six visits of counseling or up to eight weeks of Life Coaching per person per concern during a rolling 12-month period from the first date of service related to a concern. Employees who receive referral counseling and/or treatment not covered by insurance or other benefits are responsible for payment of those services.

212.8 ADDITIONAL INFORMATION: The Human Resources Department is the overall coordinator for the EAP program and can be contacted for further information.