

Q. EMPLOYEE ASSISTANCE PROGRAM

GENERAL POLICY

It is the policy of Scott County to offer an Employee Assistance Program (EAP) to assist its employees and their families in resolving personal life problems that may have a negative impact on job performance and, in turn, the quality of service provided to the citizens of Scott County.

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.

DEFINITIONS OF POLICY LANGUAGE

EAP - Employee Assistance Program

EAP Provider - Agency with which the County has contracted for employee assistance program services.

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 supervisors in identifying performance problems that may be corrected through an employee's participation in EAP.
4. To return an employee's work performance and attendance to responsible and acceptable levels, thus providing better service to the citizens of Scott County.
5. To provide the means by which an employee can prevent the development of serious and lasting behavioral/health problems.

Personal problems for which an employee or a family member may seek referral assistance through EAP include: alcohol and/or drug abuse; physical, psychological and emotional conditions; marital, family, legal and financial problems.

CONFIDENTIALITY

All information related to an individual's participation in the EAP will be held in strict confidence. 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 deal directly with that client. The EAP provider shall give Scott County their written statement of confidentiality which will be consistent with this policy.

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 will 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.

2. Procedure for Supervisory Referral.

Any referral of an employee to the Employee Assistance Program by a supervisor must be preceded by a deterioration in the employee's work performance or attendance, or specific job-related incidents which indicate the possible presence of a personal problem.

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. Limited Access to EAP. The County reserves the right to limit an individual's access to the Employee Assistance Program in those cases where previous referral(s) have produced no tangible or positive results.