

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Employee Assistance Program (EAP) provides services for the well-being of employees and their immediate family members. The purpose of the EAP is to provide consultation and referral through The Village Family Service Center to employees who are experiencing personal problems that may affect their job performance. The EAP is designed to assist employees in obtaining the correct professional help for the problem.

Summary of the EAP Program:

1. Is provided to full-time and part-time employees in regularly funded positions
2. Temporary/seasonal employees are not eligible
3. If the employee requests services through the EAP, they will need to use the appropriate sick leave, vacation leave, comp time, or leave without pay
4. If counseling is required by a department head/supervisor, the initial appointment will be considered part of work duties if that appointment occurs during business hours. If additional or follow-up appointments are necessary, the employee will be required to use the appropriate sick leave, vacation leave, comp time, or leave without pay
5. To set up an appointment call: 1-800-627-8220

The EAP is available to all WELLS COUNTY full-time and part-time employees and their immediate families (spouse and children living in the same household as the employee and dependent children attending school).

A “personal problem” is an emotional or behavior condition that interferes with an employee’s ability to perform his/her assigned job in a satisfactory manner. Examples include, but are not limited to, the following problem areas: family or marriage problems, alcohol and drug dependence, financial concerns, emotional problems, and work-related difficulties.

An employee or employee’s immediate family member may contact an EAP provider directly for assistance. Self-referrals are strongly encouraged.

A Department Head/supervisor may refer an employee to the EAP in situations where the employee’s performance is below an acceptable level or where the employee engages in unacceptable conduct.

Present jobs and future opportunities will not be jeopardized as a consequence of participating in the EAP.

All employee contacts with the EAP are confidential. WELLS COUNTY does not have access to EAP files and will not know about an employee’s participation unless the employee offers information or the Department Head/supervisor indicates he/she has encouraged the employee’s participation. Information and records created in the program are considered medical records. They do not become part of an employee’s personnel record (NDCC Section 44-04-18.1). If the Department Head/supervisor refers an employee to the EAP and the employee consents, the EAP provider will inform the Department Head/supervisor whether the employee kept the appointment and whether there will be additional sessions.

The EAP is available to each covered employee, a quantity of sessions equal to the number of household members' times (x) 4. (Example: 5 household members' times (x) 4 sessions equals 20 available sessions for the household.) No household will have less than 8 available sessions. The purpose of these sessions is to assess and evaluate the employee's concern. If further help is needed, the EAP will assist in making a referral. Referrals resulting from the EAP will be coordinated with the employee's health care benefits to the fullest extent possible. In some cases, the employee may be liable for the cost of further care or treatment.

Employees may use annual leave, sick leave, comp time, or leave without pay to cover absences from work for the purposes of participation in the EAP or further care or treatment, depending upon the employee's individual circumstances. The provisions of this manual on each type of leave apply to participation in the EAP or further care or treatment.

Department Head/Supervisor Referrals

The EAP providers give Department Heads and supervisors an orientation to the EAP and furnish consultation to the supervisors. The Village also furnishes written materials for Department Heads/supervisors' use. Department Heads/supervisors desiring additional information or assistance may contact The Village directly. The Village has staff that can give assistance in identifying employee performance or conduct problems, developing a supervisory plan of action, dealing with an employee who returns to work after an extended absence, preparing a formal referral memo, and other matters.

A Department Head/supervisor may refer an employee to the EAP after normal supervisory effects have failed to bring about improved performance, and a personal problem may be the cause.

In general, Department Heads/supervisors follow five steps in making a referral:

1. Observe a pattern of continuing or repeated job deficiency.
2. Document observable, verifiable facts in a manner that is objective, fair, and consistent.
3. Confront the employee about the job problem in a constructive way.
4. Refer the employee to the EAP, either informally or by a formal referral memo
5. Follow-up on the referral by monitoring employee performance to determine if the employee's problem is resolved and if the employee is performing on an acceptable level.

An employee is not required to accept a Department Head/supervisor's referral to the EAP. However, an employee's continued unsatisfactory job performance may result in discipline and, ultimately, termination.

If recommended counseling by a Department Head/supervisor is agreed upon, the initial appointment will be considered part of work duties if that appointment occurs during business hours. If additional or follow-up appointments are necessary, the employee will not be required to use the appropriate sick leave, vacation leave, comp time, or leave without pay.

For more information or to set up an appointment, call: 1-800-627-8220.