

CITY OF PLANO POLICIES AND PROCEDURES

213.000

Department Name: Human Resources Manual
Procedure: Employee Assistance Program

Effective Date: 11/01/96
Revision Date(s): 01/01/02, 10/01/03, 04/01/06
Review: Annual: 08/01/2006

I. Purpose

The City of Plano recognizes that personal problems can sometimes affect an employee's attendance or work performance. Employee Assistance Programs (hereinafter referred to as EAP) are designed to help employees and their families work through personal difficulties.

II. Policies and Procedures

The City's EAP is staffed by professional counselors who can assist employees with a wide range of issues, including parenting, depression, loss, budgeting, stress, interpersonal conflicts, alcohol or drug abuse and other issues. Employees may be referred to the EAP in one of three ways:

A. Voluntary Self-Referral

Employees may obtain information about the City's EAP from their Department or they may contact Human Resources. An employee may voluntarily contact the City's EAP at any time for assistance. This self-referral can be completely of his/her own initiative. The self-referral can also be in response to informal suggestions by supervisors, through whom employees are made aware of the City's EAP.

In most cases, appointments are available after normal working hours or on weekends. If appointments are necessary during normal work hours, the time may be charged to accrued sick leave. If sick leave is not available, time off without pay should be used, or employees may be allowed to make up any hours missed, at the supervisor's discretion.

Information regarding the reasons employees are seeking assistance through the City's EAP is strictly confidential. Supervisors should not ask what the reasons are and, if an employee volunteers any information, it should be treated confidentially.

B. Job Performance Referral

A job performance referral by the supervisor generally occurs in conjunction with some form of disciplinary action, such as a performance improvement plan, based on documented performance deficiencies.

If a supervisor feels that he or she should refer an employee to the City's EAP, they should first review the case facts with a Human Resources representative. (The supervisor may or may not have previously talked to the employee informally about seeking assistance.) Upon agreement that a job

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performance referral to the City's EAP is the appropriate action, the Human Resources representative will contact the EAP with the initial information that the employee has been encouraged to contact the EAP within 24 hours. The supervisor should then tell the employee that he/she is encouraged to contact the EAP within the 24-hour time period to schedule an appointment.

In most cases, appointments are available after hours or on weekends. Scheduled appointments for the assessment visits should be recorded as time worked. An employee should not have his or her time docked for job performance referred assessment appointments.

If additional treatment sessions are necessary, they will be covered according to the specifications of the employee's health plan and may be charged to sick leave or other paid or unpaid leave, subject to supervisor approval.

Although case specifics will be treated confidentially, the EAP will keep Human Resources apprised of employees' general progress, such as whether they have attended scheduled meetings and are cooperating, and whether they are attempting to resolve the issues adversely influencing their work performance.

If job performance does not improve, the supervisor may continue the disciplinary process, whether or not the employee contacted the EAP.

C. Fitness for Duty Referrals

On rare occasions fitness for duty assessments may be required. Supervisors should work with their department heads and Human Resources to determine the specific course of action in each case.

III. Appendices

None referenced.