

Salt Lake County Human Resources Policy 4-700: Employee Assistance Program

Purpose

This policy creates a resource for employees and immediate family experiencing personal and professional difficulties.

I. Policy

The Employee Assistance Program is a benefit provided to employees and their immediate family at no cost. The Employee Assistance Program will provide access to professional counseling services for employees and their immediate family members experiencing personal and professional difficulties.

II. Procedures

A. Scope of Services

1. Employee Assistance Program services will be available to Salt Lake County employees and their immediate family.

B. Self-Referral

1. The Employee Assistance Program will be used for evaluation, referral, and short-term care.
2. County employees and immediate family members may participate in the Employee Assistance Program on a self-referral basis. Assistance is provided by appointment with an Employee Assistance Program Manager (EAP Manager).
3. The employee or eligible family member may meet with the Employee Assistance Program Manager for up to six sessions per situation.
4. The EAP Manager will determine whether additional counseling sessions are necessary.
5. If the problem requires longer term assistance, the Program Manager will discuss options and services with the employee or immediate family member and will arrange for referral to the appropriate service delivery agency.
6. If the employee or family member utilizes services from an outside agency they are responsible for costs. Employees are encouraged to contact their insurance company with coverage questions.
7. An employee has the option to notify their supervisor if they feel it is in their best interest.
 - a. An employee may request in writing that the EAP Manager discuss the general issue and care plan with his or her supervisor.
 - b. If long term care is needed, an employee may ask the EAP Manager or outside provider to update the supervisor concerning progress.
 - c. In cases of self-referrals under this paragraph, notice to and communication with the employee's supervisor will be at the employee's discretion.
8. The Employee Assistance Program will protect the confidentiality of all employees or immediate family members under state and federal law.

C. A supervisor may recommend an employee contact the Employee Assistance Program.

D. Training and Outreach

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1. The Human Resources Division and the EAP Manager will notify employees of the Employee Assistance Program as part of the regular benefits notification procedures, employee orientation and training sessions offered by the County.
2. The EAP Manager may engage in outreach efforts.

E. Confidentiality

1. Confidentiality of all Employee Assistance Program evaluations will be preserved as required by law.
2. The release of information will only be for professional purposes, will be limited to persons concerned with the matter at issue, will include only information directly relevant to employment purposes and will avoid undue invasions of privacy.
3. The EAP Manager has a responsibility to clarify with the client the limitations on confidentiality.
4. Information regarding employees disclosed to the EAP Manager or EAP Office will only be released as allowed by this policy or when the employee authorizes the release.

F. Grievances and Disciplinary Action

1. The Employee Assistance Program records and services are not to be used in the disciplinary or grievance processes.
2. The EAP Manager may not act as a witness regarding program activities in any disciplinary or grievance proceeding.