



CARE's WorkLife Solutions

Toll Free 866.888.1555

www.caresworklifesolutions.com

Sample Care's *WorkLife* Solutions Policy

NAME] has established an Employee Assistance Program (EAP) to help employees and benefit-eligible dependents resolve a range of personal or relationship problems. Many such problems are best dealt with individually by employees, families or with assistance from supervisors. However, additional help is sometimes needed. When this occurs, **[NAME]** believes it is in the best interests of employees, their families and the city to turn to EAP support services that lead the employee/dependent back to a fully productive personal and work life. This policy recognizes that:

- Most problems can be successfully resolved, provided that the problem is identified early and proper assistance is obtained. This is true regardless of the type of problem (i.e., financial, alcohol, drug, marital, family, etc.).
- Employees and their dependents can access the EAP directly and confidentially — without the assistance or knowledge of any city personnel — by calling toll-free 1-866-888-1555.
- When employee job performance, attendance, punctuality or dependability is unsatisfactory and the employee appears unable to correct such job performance deficiency either alone or with supervisory assistance, s/he may be referred to the EAP. This is known as a supervisory referral.
- This policy applies to all employees regardless of job class, title or responsibilities.

This policy provides that:

- The initial EAP service (up to 5 visits when deemed clinically appropriate) is offered free of charge to the employee and his/her dependents. The EAP may recommend additional assistance, which may be covered by insurance or available through a community-funded organization or self-help group at low or no cost to the employee. However, any costs not covered by insurance are the employee's responsibility.
- Supervisors and management personnel may refer employees with job performance problems to the EAP. In the event of a supervisory referral, all costs associated with treatment and/or education, if recommended by the EAP, are the employee's responsibility.
- The decision to request help, to follow-through with a referral and to seek treatment is voluntary and the personal responsibility of the employee. **[ORGANIZATION's NAME]**'s responsibility is to publicize the availability of assistance.
- Employees participating in the EAP will be required to meet existing job performance standards.
- All records regarding an employee's involvement with the EAP are kept with the EAP, not the **[ORGANIZATION's NAME]**. No information within these records can be released from the EAP without written consent from the employee.
- The EAP service is confidential to the extent allowed by law.

This policy does not replace existing management policy, disciplinary procedures or contractual agreements.