

# Washington Township Fire Department Standard Operating Procedure

**Division 100:** Administration  
**Section 103:** Personnel  
**Subject 103.07:** Employee Assistance Program  
**Supersedes:** General Order 92-4 (4/25/97)



**Approved By:** 

**Date:** February 6, 2009      **Date Last Reviewed:**

**Page:** 1 of 2

## **PURPOSE:**

To inform members of a useful benefit and resource that is available to them and immediate family members.

## **RESPONSIBILITY:**

An Employee Assistance Program (EAP) is sponsored and paid for by Washington Township. The Department assumes responsibility to assist members, whenever possible and practical, with a wide variety of resources and mechanisms for resolving issues within their lives that may negatively impact job performance or behavior. Members can voluntarily receive professional, confidential services to assist them in resolving many personal problems or receive information on hundreds of topics<sup>1</sup>. Participation in or use of the EAP services does not relieve a member of the responsibility to meet accepted job performance or behavior standards.

## **PROCEDURES:**

Members are encouraged to seek the services of the EAP before problems arise that may negatively impact job performance. This confidential service is administered by an EAP consulting and service firm<sup>2</sup> which does not identify individual users<sup>3</sup> to the Department or Township. When a mandatory referral is made by the Department sending a member to the EAP firm, the member will be asked to sign an authorization for disclosure. The EAP firm will then only disclose that a member is receiving the service/treatment, but no other information. Participation in or use of the EAP does not jeopardize or interfere with a member's job security or promotional opportunities.

Members and immediate family members can access the EAP in one of three ways:

- Member Self Referral
  - Any member may request services by self referral.
  - The member would contact the EAP through their Web site, or by calling 1-800-523-5668.
  - An EAP counselor will arrange an appointment with the member in an EAP office<sup>4</sup>.

<sup>1</sup> Health and wellness, financial concerns, child and elder care, family or parenting issues, work/life balance, marital or relationship issues, pre and post natal concerns, grief and loss, depression and anxiety, stress and alcohol or drug dependencies.

<sup>2</sup> Magellan Health Services, 1-800-523-5668, [www.MagellanHealth.com/member](http://www.MagellanHealth.com/member)

<sup>3</sup> All counseling is conducted in strict confidence and no information is provided to any other person or entity without the member's written consent. The only exceptions to this are defined in a Statement of Understanding signed prior to the initiation of services.

<sup>4</sup> Counseling sessions would normally be scheduled to take place on the member's own time.

## Subject 103.07: Employee Assistance Program

Date: February 6, 2009

Page: 2 of 2

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- Member Referral by management – a member may be referred to the EAP when:
  - A request for assistance is made by a member. When a request is made, the supervisor will make the member aware of the professional services of the EAP and can offer to assist the member in arranging receipt of the services.
  - A particular on-the-job incident, excluding incidents of a criminal nature, misconduct, misfeasance, or malfeasance that indicate the potential presence of a personal problem or issue.
  - An evaluation has been made that a member's work performance has declined.
    - When a member's job performance falls below satisfactory levels or their behavior warrants a referral can both be a basis for a management referral to the EAP. Utilization of the EAP remains voluntarily on the part of the member. The EAP is offered as a resource to the member in addressing personal issues that may be the source of impairing successful job performance or behavior. Supervisors are to note the referral recommendation as part of the Employee Performance Improvement Plan (EPIP) documentation. For guidance or assistance in referring members to the EAP, supervisors should consult with the Fire Chief and/or EAP counselor prior to recommending the program to the member.
    - When a member agrees to accept a referral to the EAP, the supervisor may assist in arranging the initial consultation. The supervisor should make available to the counselor all relevant information concerning the member's job performance or behavior problems prior to the initial consultation.
- Family Member Assistance/Referral
  - An immediate family member of an employee may request services by self referral.
  - The family member would contact the EAP through their Web site<sup>5</sup>, or by calling 1-800-523-5668.
  - An EAP counselor will arrange an appointment with the family member in an EAP office.

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<sup>5</sup> Magellan Health Services, 1-800-523-5668, [www.MagellanHealth.com/member](http://www.MagellanHealth.com/member)  
103.07 EAP