

# Human Resources Policy Bulletin

City of Lincoln

Number: 2015-2

Date: August, 2015

Reference:	Title:
Supercedes Personnel Policy Bulletin 2000-1	Employee Assistance Program

In accordance with City Council Resolution, the City of Lincoln recognizes that there is a need for the Employee Assistance Program, hereinafter referred to as EAP, to aid in counseling employees who have personal problems which affect their job performance. EAP offers counseling in such areas as alcohol and drug abuse, family, marital, emotional and legal concerns. This policy bulletin is intended to establish guidelines for participation in this program and is fully supported by the Mayor.

## I. POLICY

- A. The City of Lincoln, as an employer, recognizes a wide range of personal problems that may affect job performance. It shall be the policy of the City of Lincoln to encourage employees to seek assistance for their personal problems which may affect job performance. Job security or promotional opportunities will not be jeopardized by requesting or receiving assistance for personal problems. These EAP resources are intended to help retain and rehabilitate valuable City employees. To the extent possible, the City will encourage self-referral. Enlightened attitudes and acceptance of human problems is acknowledged and endorsed by the City of Lincoln to encourage an employee to take advantage of this service.
- B. In accordance with the Drug Free Workplace Act of 1988 the Employee Assistance Program will be utilized to facilitate employee rehabilitation and preventive educational training in accordance with Personnel Policy Bulletin 2015-3. In addition, the Employee Assistance Program will provide Substance Abuse Professional, hereinafter referred to as SAP, services in accordance with the following City of Lincoln policies:
- 1) Federal Department of Transportation, hereinafter referred to as DOT,
  - 2) Federal Transit Authority, hereinafter referred to as FTA,
  - 3) Federal Motor Carrier Safety Administration, hereinafter referred to as FMCSA,
  - 4) Lincoln Fire and Rescue, hereinafter referred to as LFR,
  - 5) Non-DOT Drug and Alcohol.

## II. PROCEDURE

### A. *Internal EAP Resource*

The Human Resources Department will designate an internal EAP liaison. This person may be the initial contact for the employees and families in need of assistance and may provide ongoing support and follow-up, as appropriate, to meet the needs of the employee and the City.

Services provided by Continuum (formerly Lincoln EAP, Inc.) will be coordinated and monitored by the City/County Human Resources Department.

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*B. External EAP Resource*

Continuum will provide professional EAP counseling services for City employees and their family members. Continuum services include initial assessment, motivational counseling, referral to an appropriate community resource for continued care, consultation and follow-up as needed.

*C. Types of Referrals*

Referrals to both the internal and external EAP resources may be as 1) self-referral by the employee; 2) a supervisory referral by the supervisor because of unsatisfactory job performance; 3) a self-referral by an immediate family member of the employee; or 4) a referral to ensure compliance with the DOT and non-DOT Drug and Alcohol programs.

*D. Confidential*

All information given to the internal EAP liaison regarding personal problems will remain confidential. All information given to Continuum will be kept confidential within statutory guidelines. Information from Continuum may only be obtained by the City with written permission from the employee.

*E. EAP Orientation for Employees*

Orientation programs for employees covering services offered by Continuum will be coordinated and scheduled by the City/County Human Resources Department as part of an ongoing in-service training program.

*F. Supervisory Training and Ongoing Consultation*

Assistance is available from the internal EAP liaison and Continuum to all supervisory personnel involved with an employee with job performance problems. Formal EAP training shall be provided to all supervisory personnel on how to work effectively with employees with unsatisfactory work performance, when to take internal disciplinary action, and how to refer to Continuum. Ongoing consultation services include assistance in documenting job performance problems, preparing for a corrective interview and monitoring job performance after an EAP contact. Formal EAP training sessions will be a joint effort of the City/County Human Resources Department and Continuum.

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## G. *Supervisory Referrals*

### 1. *Responsibility of Supervisory Personnel*

- a. Supervisory personnel throughout the City shall be responsible to promote the availability of the EAP resources to employees. It is recognized that supervisors do not have the professional qualifications to assess specific personal problems. Necessary referral to EAP will be based on documented unsatisfactory work performance.
- b. Continuum EAP is designated as the SAP for employees who are in non-compliance with the City's Federal DOT and non-DOT policies.

### 2. *Procedures for Making a Supervisory Referral*

- a. When a notice of disciplinary action or unsatisfactory performance is completed, the supervisor may inform the employee of the availability of EAP. Depending upon the severity of the job performance problem, the supervisor or department head may require the employee to contact Continuum for assistance.
- b. It is recommended that all supervisory referrals be routed first through the internal EAP liaison in the Human Resources Department. Employees represented by the PAGE Labor Agreement require the written approval of the Human Resources Director.
- c. A referral to Continuum will occur simultaneously with standard disciplinary action for unsatisfactory job performance or the notice of unsatisfactory job performance.
- d. A mandatory supervisory referral to Continuum may occur as part of a corrective action plan to improve job performance. Such referral will not be considered disciplinary action.
- e. The City will require the employee to sign a limited release form allowing Continuum to report back to the EAP liaison and the supervisor: 1) the dates of contact with EAP; and 2) the verification that the employee is following through with the recommended course of action.
- f. Initial assessment/counseling time with Continuum will be considered "City time" for **supervisory** referrals only. Leave time for follow-up sessions with

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Continuum and/or referral agencies will be handled in accordance with standard leave policies.

### 3. *Responsibility of the Employee*

The employee has the responsibility to follow through with the supervisor's recommendation to contact the internal EAP liaison and/or Continuum to cooperate with the recommended course of action. Employees who refuse assistance or who do not respond to or fail to **successfully complete** the recommended course of action will be handled in accordance with standard disciplinary procedures for unsatisfactory job performance.

### H. *Leave*

Employees are encouraged to seek assistance from the EAP in a manner which minimizes the interruption of their department responsibilities. Sick leave and/or vacation may be granted to employees (if available) for EAP consultation, or treatment by a certified alcohol and drug counselor, licensed mental health professional or a medical practitioner in accordance with standard leave policies.

### I. *Fees*

Fees for services provided by Continuum will be paid for by the City of Lincoln. The City of Lincoln will not be obligated to pay fees of referral references beyond EAP except to the extent that employee health plans provide for insurance coverage.

### J. *Dependents*

Since an employee's work performance may be affected adversely by the problems of his or her spouse or other dependents; the program is available to families of the employee at no charge.

### K. *Contract Coverage*

Renewal will be reviewed based on program performance and employee needs. This bulletin will be revised accordingly or as procedures require.

### L. *Continuum HelpNet*

HelpNet Services provide employees and family members access to information, skill building, and assessments in areas of emotional wellness, family, personal development, health and fitness, school and management and workplace issues. These on-line services are not meant to nor can

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replace the specialized training and judgment of health, mental health, legal, financial or other professionals. This service is not a substitute for professional treatment services. Access instructions are available on the Human Resources Intralinc page under "Bookmarks".

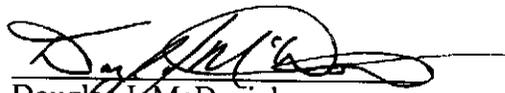
## M. EAP Service Provider

Continuum  
1135 M Street, Suite 400  
Lincoln, NE 68508  
Phone: (402) 476-0186

## N. Internal EAP Provider

Human Resources Coordinator  
City-County Human Resources  
Phone: (402) 441-7880

Douglas J. McDaniel, Human Resources Director  
City-County Human Resources  
Phone: (402) 441-7888

  
Douglas J. McDaniel  
Human Resources Director

8-20-2015  
Date

  
Chris Beutler, Mayor

8-21-15  
Date