



**CITY OF DUBLIN  
ADMINISTRATIVE ORDERS  
OF THE CITY MANAGER**

<b>ADMINISTRATIVE ORDER 2.39</b>
<b>TO:</b> All Employees Serving in Full-Time or Part-Time Permanent Positions
<b>FROM:</b> Timothy C. Hansley, City Manager
<b>SUBJECT:</b> Employee Assistance Program
<b>DATE:</b> November 1, 1993
<b>Supersedes and Replaces Administrative Order 1.43 dated 5/1/92 Regarding Same Subject.</b>

**I. PURPOSE**

The purpose of this Administrative Order is to establish a formal Employee Assistance Program (EAP) policy statement and to provide direction and guidance to employees regarding the intent, purpose, and use of the City of Dublin Employee Assistance Program (EAP).

**II. EAP POLICY STATEMENT**

The City recognizes that a wide range of personal difficulties/problems in the lives of its employees may effect work performance and that most personal problems/difficulties can be successfully resolved provided they are identified and referred to an appropriate source of assistance. The City, therefore, believes that in the best interest of the City and its employees, as well as their families, that an Employee Assistance Program (EAP) should be implemented to assist employees in dealing with a wide range of problems. The City recognizes that this range of personal problems may include mental, emotional, financial, family, marital, employment-related stress, drug abuse, alcoholism, legal, or other problems not specifically mentioned. The City of Dublin EAP is designed to help employees and their families deal with situations/problems as noted above by linking them with resources that can provide appropriate help. The EAP is also designed to reduce job performance problems and to retain valued employees.

When an employee or family member is experiencing a problem, whether or not it affects job performance, the employee is strongly encouraged to take advantage of the EAP.

It shall be the policy of the City of Dublin that:

- A. Participation in the EAP shall be limited to employees serving in Full-Time or Part-Time permanent positions; Seasonal, Temporary, or Emergency personnel shall not be eligible for participation in the EAP. (Since an EAP is an established employee benefit and, since the City's benefit philosophy is to provide benefits to employees serving in Full-Time and Part-Time Permanent positions, such an eligibility requirement is consistent with the City's philosophical objectives.)
- B. Participation in the EAP shall be strictly voluntary. However, employees and their family members who have problems they feel may affect their health, well-being, and/or job performance, are encouraged to contact the EAP.
- C. Employees and their immediate family members shall receive an offer of assistance to help resolve such problems in an effective and confidential manner. All EAP issues shall be handled in a confidential manner by the EAP provider consistent with federal and state law. No information concerning the nature of individual personal problems will be released without proper written consent.
- D. Use of the EAP shall not affect the employee's job classification, chance for promotion, or pay increases.
- E. Disciplinary procedures shall remain unaltered; use of the EAP shall not alter the responsibility of employees to maintain an acceptable level of performance.
- F. EAP-related appointments scheduled during normal work hours shall be scheduled within the framework of the City's existing leave policies. Depending on the circumstances involved, one or more forms of leave may be appropriate to attend such appointments (i.e. sick, vacation, compensatory time, personal, etc.). Due to the requirement of Section 8.04 ("Sick Leave") of the City Personnel Code to provide a reason justifying the use of sick leave, the employee may not wish to use said leave for such appointments, as providing a reason for the usage of said leave may disclose information the employee wishes to remain confidential. If the employee chooses to request sick leave, he or she is hereby advised that in providing a justifiable reason for sick leave usage, as required by the Personnel Code, he/she is voluntarily disclosing information. Employees are hereby advised that if this is a concern, they should request another form of leave where providing a reason for said leave usage is not required (i.e. vacation leave, compensatory time, personal leave, etc.), or seek to schedule EAP-related appointments outside of normal work hours.

Flexible appointment hours shall be made available to employees by the EAP provider.

- G. Supervisory personnel may encourage the use of the EAP, recognizing the fact that many job performance difficulties may be related to a personal problem. However, supervisory personnel shall refrain from diagnosing personal problems or recommending specific solutions other than referral to the EAP.

### **III. EAP ORIENTATION & SUPERVISORY TRAINING**

Initial orientation regarding the EAP is critical to successfully achieving the stated objectives of EAP. In this regard, an orientation program will be offered to all eligible employees and their family members.

This orientation program will introduce the EAP, explain how to access services, answer questions, and encourage involvement in the EAP.

Also critical to the success of the EAP is the provision of supervisory training. Sessions will be provided to all supervisory personnel to enhance practical knowledge concerning the proper procedures to be used when dealing with an employee who is experiencing personal or work-related distress. In addition, on-going consultation will be available by telephone or by appointment when needed.