



Office of the Mayor  
City of Columbus  
Ohio

## **CITY OF COLUMBUS EMPLOYEE ASSISTANCE PROGRAM (EAP) POLICY**

The City of Columbus recognizes that healthy City employees are the foundation for providing quality City services. In recognition that many employees will experience problems that could affect the quality of their job performance, the City is committed to providing Employee Assistance Program services as a way to assist City employees resolve difficulties. This policy encourages all City employees to seek confidential assistance through the City EAP, when faced with problems or challenges which could, or do affect job performance.

1. The City EAP services are available to all City employees and their family members.
2. City EAP services are confidential in accordance with applicable state and federal confidentiality laws. No information will be released unless a client/employee signs a consent to release information form.
3. The City EAP will offer a variety of services which may include: assessment, short-term problem solving, counseling, referral, monitoring and follow-up, mediation, facilitation, education and training, consultation and coaching, and crisis intervention/critical incident stress management services. The variety of problems that can be addressed include but are not limited to: stress, mental or emotional illness, substance abuse, family problems, relationship difficulties, financial, and anger management, among others.
4. Employees who have problems which they feel might affect job performance are encouraged to voluntarily seek assistance through the City EAP.
5. Supervisors and managers are encouraged to inform and educate their employees about the availability of EAP services, in order to promote self-referral of employees to EAP. This includes posting of available EAP promotional materials at work locations.

6. Supervisors and managers are encouraged to make supervisory referrals for those employees whose personal problems are affecting job performance. Supervisors and managers are strongly urged to refer discussions regarding personal problems to the City EAP and focus instead on job related concerns.
7. In general, City employees will be granted up to three (3) visits per calendar year, to use EAP services during regularly scheduled work hours, where they will not be required to use sick or vacation leave. Additional visits may be determined necessary based upon consultation between EAP and management from the employee's Department. The employee's supervisor must first approve use of this time. Additional visits to EAP may be made by using the employee's leave time. Or, employees may use their own time at any point to use EAP services, if they do not wish to inform their supervisor of using EAP services.
8. The City EAP will conduct regular training sessions for supervisory personnel and union officials in order to increase their knowledge of how to refer employees to EAP. EAP literature and information materials will be disseminated throughout City work locations, including information articles periodically included in City newsletters.
9. Involvement with EAP does not excuse an employee from normal discipline when a work rule violation has occurred. In the matters of discipline, job security, transfer, job description or promotion, it is not the purpose of EAP to interfere with management functions. An employee who elects to use City EAP services to deal with personal problems and who is in compliance with the suggested course of treatment, may be granted a period of time to correct the performance problem.
10. Any involvement with City EAP services will not affect future employment or career advancement within the City.
11. As a way to promote use of EAP services, information specific to the City EAP will be included in training courses related to topics that EAP clients typically experience. The City EAP will provide materials and/or participate in Citywide training courses such as Drug Free Workplace Training, Violence in the Workplace and others as they occur.