


Policy Title:		Employee Assistance Program (EAP)	
	OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER	Category	Employee Assistance Program
		Administrative Policy #	
		Revision #	
		Review Frequency	As Needed – no less frequently than triennially
Administrative Division	Human Resources	Reviewed By	Chief Administrative Officer, General Counsel, Human Resources Director
BOWC Approval		Last Reviewed/Update Date	
Implementation Date			

1. OBJECTIVE

- 1.1. The policies and procedures in this document establish guidelines for the Detroit Water and Sewerage Department's (DWSD) employee's participation in the Employee Assistance Program (EAP).

2. PURPOSE

- 2.1. DWSD believes that the well-being of its employees is critical to its ability to be productive, effective and efficient at work. To assist employees with issues that may affect the employee's job performance, the City of Detroit has established an Employee Assistance Program (EAP) that is available to DWSD employees.

3. DEFINITIONS

"Management" means DWSD employees, including members of Executive Management, who exercise management authority and responsibility in each division for work groups, supervisors, and/or employees.

4. SCOPE

- 4.1. This policy applies to all DWSD employees and eligible family members who may face challenges where the EAP offers assistance, potentially including emotional and mental health, family conflicts and issues, relationships and marriage issues, workplace concerns, substance abuse and addiction, and personal financial issues.

5. RESPONSIBILITIES

5.1. Management

- 5.1.1. Management carries out the provisions of this policy.
- 5.1.2. To the best of its ability, Management shall be attentive and aware of changes in work behavior patterns and refers employees to Human Resources or to the EAP.

5.2. Human Resources

- 5.2.1. The Human Resources Director publishes this policy; communicates this policy to all employees; reviews, approves and publishes divisional standards; updates this policy as necessary, and refers employees to the EAP.

5.2.2. The Human Resources Director interprets and enforces this policy.

5.3. Employee

5.3.1. Employees should be familiar with and fully understand this policy, which includes seeking EAP services as needed.

6. POLICY

6.1. Employee Assistance Program (EAP)

6.1.1. The EAP offers free, confidential assessment and/or referral services to all DWSD employees. The EAP provides services to employees who request assistance directly or who are referred by Human Resources.

6.1.2. Participation in the EAP may arise in the following circumstances:

6.1.2.1. Voluntary participation (self-referral) – instances in which the employee recognizes the need for EAP assistance and voluntarily reaches out to Human Resources or the EAP provider directly.

6.1.2.2. Mandatory participation (formal referral by Management or Human Resources) – instances in which a member of Management or Human Resources has been made aware of a job performance issue that may be impacted by an area addressed through the EAP.

6.2. Employee's Work Performance

6.2.1. Participation in the EAP does not exempt an employee from following DWSD policies and procedures and meeting requirements for satisfactory work performance.

6.2.2. An employee may accept or refuse participation in the EAP; however, there may be situations in which continued employment at DWSD is contingent upon the employee's EAP participation. Furthermore, participation in the EAP does not preclude DWSD from enforcing disciplinary action up to and including termination should the employee be unable to perform required job functions or should the employee violate DWSD policy or the City of Detroit's Terms of Employment.

6.3. Voluntary Participation

6.3.1. An employee may choose to voluntarily participate in the EAP at any time. EAP counselors are available to meet with DWSD employees or family members. Counselors may suggest a referral to an external resource or other follow-up services, as appropriate for resolving the problem or situation.

6.3.2. An employee voluntarily participating in the EAP may be released by DWSD during paid work time to attend the initial appointment with an EAP counselor. Employees shall arrange for all subsequent EAP appointments or treatment services to occur before or after scheduled work hours unless otherwise arranged with their supervisor.

6.4. Mandated Participation in the EAP

- 6.4.1. When unsatisfactory attendance or work performance appears to be caused by medical or personal issues, employees will be referred to Human Resources and will be expected to secure appropriate treatment or assistance through the EAP.
- 6.4.2. Human Resources shall meet with the employee to discuss the unsatisfactory attendance or job performance and to present a memorandum referring the employee to the EAP. Human Resources shall describe the EAP policy regarding confidentiality and that participation in the EAP is mandatory.
 - 6.4.2.1. If the employee agrees to utilize the EAP, Human Resources shall assist him or her by providing the EAP contact information.
 - 6.4.2.2. If the employee does not agree to utilize the EAP, the change in performance will be treated as a performance issue and be dealt with in accordance with applicable policy.
- 6.4.3. For individuals who do agree to participate in the EAP, the EAP counselor will inform Human Resources of the employee's attendance and follow through on counselor recommendations. Employees who seek assistance will not be penalized for having addressed their problem.
- 6.4.4. If an employee's performance does not improve within a reasonable period of time, a performance improvement plan will be utilized, according to established policies and procedures.
- 6.4.5. An employee mandated to participate in the EAP may be released by DWSD during paid work time to attend appointments. Employees should work with their supervisor and Human Resources in order to schedule EAP appointments.

6.5. Leave Related to EAP Participation

- 6.5.1. Employees are expected to adhere to all attendance policies and should refer to relevant leave policies, including but not limited to Family Medical Leave Act (FMLA), should attendance be impacted by participation in the EAP.

6.6. Confidentiality

- 6.6.1. All contact between an employee and the EAP is held strictly confidential.
- 6.6.2. In cases when the employee's continued employment is contingent upon participation in the EAP, the EAP counselor may verify whether the employee has contacted the EAP, if ongoing treatment is necessary, and if the employee is following through on the treatment without a Release of Information Consent Form. All other information given to the EAP counselor may only be released to DWSD if a formal Release of Information Consent Form or Emergency Release of Information Form is completed.
- 6.6.3. If Management is aware of an employee's participation in the EAP, any contact with employee or EAP counselor is held strictly confidential.

6.7. Reasonable and Necessary Accommodations

- 6.7.1. Management may take reasonable and necessary actions to accomplish the intent of this policy.