

Town of Windham

Employee Assistance Plan Policy

All Town of Windham employees are eligible to utilize the Town's Employee Assistance Program (EAP). The EAP offers employees a confidential professional assessment, short-term counseling and referral service. The goal of the EAP is to help employees and family members with personal concerns that may affect their job performance or personal well-being. Usage shall be in accordance with the EAP's policies and procedures.

I. PURPOSE

The Town recognizes that a wide range of personal problems can affect an employee's job performance and personal well-being. These problems may include financial concerns, legal issues, alcohol or drug problems, marital problems, illness for a family member, emotional worries, child care problems, etc. The Town believes it is in the interest of the employee, the employee's family, and the Town to provide an employee a service which deals with such problems.

II. POLICY

1. Employees are ensured that their job future or reputation will not be jeopardized by utilizing this employee service. An employee's utilization of the EAP will be kept confidential. Information regarding an employee's use of the EAP is released only with the employee's permission or as otherwise permitted or required by law.
2. Employees are encouraged to seek counseling and information voluntarily on a self-referral basis. The EAP may be accessed 24 hours a day, 365 days a year.
3. Since employee performance can be affected by the problems of an employee's spouse or other dependents, the program is available to the families of Town employees as well.
4. EAP counselors are available to speak with employees or family members to assess a problem and develop a plan for resolution. The counselors may suggest a referral to an outside resource, such as a therapist, agency, physical, treatment facility or other professional that would be appropriate to assist in resolving the problem or situation. Where an employee may be in need of information, a referral or suggestion may be made over the telephone.
5. There is no charge to the employee for the services of the EAP counselor for up to three (3) phone counseling sessions **per issue** per calendar year. Any subsequent referral(s) will be the financial responsibility of the employee. The cost beyond the services of the EAP counselor may be an eligible expense under


the provisions of the Employees' Health Insurance Program, which includes responsibility for deductible(s) and co-insurance.

6. Employees who receive a referral and schedule an appointment during regular work hours must use sick, vacation, comp (Union only), or Discretionary Time Off. If illness is involved, sick, vacation, and/or leave without pay may be used for treatment or rehabilitation on the same basis that it is granted for other health problems.
7. The EAP counselors will make every effort to coordinate referral for ongoing treatment with the employee's health insurance coverage as well as his/her ability to pay.
8. For the employee or his/her family member who uses EAP on a self-referral basis, no information regarding the referral will be disclosed to anyone employed by the Town, unless the employee requests it and signs a release form.
9. When an employee's job performance, behavior or attendance is unsatisfactory, the supervisor should counsel the employee in coordination with the Director of Human Resources with a goal of resolving the situation. If the employee appears to be unable or unwilling to correct the situation, the employee may be referred to the EAP to assist in the resolution of the problem. It is up to the employee to decide whether to participate in the EAP. However, an employee's refusal to participate may result in disciplinary action taken on the basis of the employee's job performance, behavior or attendance
10. All contact between an employee and the EAP is held strictly confidential. In cases where an employee has been referred by the Town, the Human Resources Director will only verify whether or not the employee has contacted the EAP and, if ongoing treatment is necessary, that the employee is following through on treatment.
11. Participation in the EAP Program does not jeopardize job security or promotional opportunities. However, it does not excuse the employee from following Town policies and procedures or meeting required standards for satisfactory job performance except where specific accommodations are required by law. An employee facing discipline up to and including discharge for misconduct may not avoid discipline by seeking referral to the EAP.

III. PROCEDURE

Employees and their family members can independently contact the Employee Assistance Program by calling *Anthem Employee Assistance Program at 1-800-647-9151*, or such other vendor as may be specified by the Town. Referral appointments are scheduled at the convenience of employees.

APPROVED:


Barry A. Tibbetts
Town Manager

6/30/2020

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January 30, 2015 (Reviewed)

January 29, 2016 (Reviewed)

January 26, 2017 (Reviewed)

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