

# Section 7: Benefits

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## Policy #4: Employee Assistance Program

Effective Date: July 1, 2011

### I. Purpose

The Town of Mooresville cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. While many employees solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

### II. Scope

This policy shall apply to all persons holding a paid position as an employee of the Town, except the Town Manager, Town Attorney, a member of any appointed or volunteer board or committee, or any others that may be hired or appointed by the Town Board. For this purpose, and subject to the exceptions set out herein, Town employees shall be defined as those employees in departments and offices for which the Town Board serves as the final budget authority.

### III. Background

None

### IV. Definitions

None

### V. Legislation

None

### VI. Policy

The Town of Mooresville will provide confidential and voluntary assistance through its Employee Assistance Program (EAP) to all employees and their family members living in their home who may be faced with dynamic challenges of financial concerns, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional worries, child care problems, etc. For the welfare of employees as well as effective business operations, the Town of Mooresville encourages its employees to take advantage of this valuable benefit of employment.

## VII. Provisions

### A. Employee Referral

Employees and their family members can refer themselves to the EAP. The program may be reached 24 hours a day on weekdays and weekends.

EAP counselors are available to meet 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, physician, 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. There is no charge for employees or their families to use the referral services of the EAP.

### B. Town Referral

When an employee's job performance or attendance is unsatisfactory or there appears to be signs of other problems during the work day, the supervisor should counsel the employee in consultation with the Director of Human Resources or designee with an end toward 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. Depending on the situation, the employee may accept or refuse participation in the EAP. However, there may be situations where continued employment with the Town may be contingent upon the employee calling the EAP for assistance.

### C. Participation

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.

Employees who voluntarily visit the EAP during regular work hours must use sick, vacation or other available leave. If illness is involved, sick, vacation or other available leave may be used for treatment or rehabilitation on the same basis that it is granted for other health problems. At the supervisor's discretion, employees may be allowed to make up any work hours missed instead of using leave. Mandatory referrals will be counted as time worked; however, any follow-up treatment or rehabilitation will require the use of employee leave on the same basis that it is granted for other health problems.

The first six visits per individual are at no cost to the employee.

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.

D. Confidentiality

All contact between an employee and the EAP is confidential. In cases where an employee's continued employment is contingent upon calling the EAP, the EAP counselor will only verify whether or not the employee has contacted the EAP and whether ongoing treatment is necessary.

**VIII. Authorization**

Approved by:

*Erskine Smith*

Town Manager

*July 1, 2011*

Date