

6.11 EMPLOYEE ASSISTANCE PROGRAM (EAP)

A. Purpose

The Board of Stark County Commissioners recognize that a wide range of personal problems may adversely affect an employee's job performance. The Board believes it is in the best interest of the employee, the employee's family, and the County to provide access to services to assist in the resolution of such problems. The Employee Assistance Program (EAP) is designed to identify and resolve problems and restore the employee to full efficiency in his/her job.

B. Eligibility

EAP services are available to all Stark County employees and their dependent family members.

C. Provider and Program Services

1. Provider

The County's EAP is administered by:

LifeServices EAP
2855 West Market Street
Fairlawn Town Centre, Suite 215
Akron, OH 44333
www.lifeserviceseap.com

2. Program Services Include:

- a. Six (6) face-to-face confidential counseling sessions per episode for every participant provided by local, licensed counselors;
- b. Twenty four (24) hours a day, seven (7) days a week accessibility to a call center staffed live;
- c. Online and Telephonic WorkLife Services such as webinars, research and learning/training materials;
- d. Legal and financial consultations for participants;
- e. Critical Incident Debriefings and on-site counseling following traumatic occurrences; and
- f. Orientation seminars for supervisors and employees conducted on-site to acquaint personnel with the EAP.

D. Confidentiality

The guarantee of complete confidentiality is essential for the success of an EAP. All Counselors are pledged to their professional ethics and sworn to complete client confidentiality. EAP records are the property of the EAP contractor and access is limited to EAP staff. All records adhere to applicable laws and regulations relating to alcohol and drug prevention treatment and rehabilitation; HIPAA requirements; and all other laws and regulations governing confidentiality of counseling and medical records.



E. Self Referral/Voluntary EAP

Employees are encouraged to use the Employee Assistance Program voluntarily when they need professional counseling, assistance or guidance.

1. Documenting Leave

Sick leave may be used for use of EAP counseling/rehabilitation services. When utilizing the EAP for legal, financial or other services not related to mental/emotional wellness, sessions should be scheduled on the employee's own time, or vacation leave.

F. Supervisory/Management Referral

There are two (2) types of supervisory/management referrals that a supervisor can make, depending on the nature and severity of the job related problem.

1. **Informal Supervisory Referrals** occur when the supervisor becomes aware of an employee's personal problem but there is minimal impact on job performance. In this instance, the supervisor may remind the employee that the County's EAP program is available as a free and confidential resource that may be of assistance in resolving the problem and provide the employee with appropriate literature and/or contact information. There is no written documentation of an informal supervisory referral.
2. **Formal Supervisory Referrals** are a supervisor's formal response to a *well-documented* decline in job performance, attendance or unacceptable behavior. Formal Supervisory Referrals should only be used when an employee's personal problem(s) have made an impact on their job performance, attendance or behavior in the workplace. For instructions on how to make a Formal Supervisory Referral, please see the EAP provided [Supervisor's Manual](#) and [Management Referral Form](#).

