

ORDINANCE NO. 2012-27

An Ordinance Relating to an Employee Assistance Program (EAP)

The Common Council of the City of Cedarburg, Wisconsin, hereby ordains as follows:

SECTION 1. Section 2-6-55 of the Municipal Code of the City of Cedarburg is hereby created as follows:

SEC. 2-6-55 EMPLOYEE ASSISTANCE PROGRAM (EAP)

In an effort to assist City employees in maintaining healthy levels of emotional and physical well being, and to limit the effect of personal problems on job performance, the City sponsors an Employee Assistance Program (EAP). The EAP is designed to provide short-term counseling and referral services to employees, their spouses and dependent children who may be experiencing physical, emotional, financial, drug, alcohol, marital, legal or family problems.

The EAP will provide confidential assessment, short-term counseling, and referral at no cost to the employee or immediate family member with a resource through which they can address personal or work related issues. The intent is to ensure that employees have access to assistance when they need it, and hopefully prior to problems appearing in the workplace. However, when problems do appear at work, the EAP helps supervisors, managers, and employees engage constructively to support employees as they address problems, seek and receive counseling or treatment, and return to work. Participation in the program does not jeopardize an employee's job security, promotional opportunities, or reputation.

(a) **Services (as agreed upon in the EAP Services and Fees Agreement)**

The following services may be confidentially utilized by employees and/or family members living in the same household:

- (1) Seven days a week, 24 hour telephone access to professional counselors for assessment, consultation, referral, and crisis management.
- (2) Professional assessment of issues related to mental health, substance abuse, the work environment and other stressors.
- (3) Face-to-face short term, focused counseling for individuals, couples and families.
- (4) Referral for treatment and support.
- (5) Education, including: internet based, on-site presentations, and written materials on a variety of emotional, family, work and living skills.
- (6) Work/life balance services; child and eldercare resources, legal consultation, mediation services, adoption information and financial consultation.

(b) **Utilization of the EAP program**

Utilization of the program is voluntary and occurs off-site at the offices of Aurora Health Care or their affiliate. Employees may use up to six counseling sessions through the EAP program per problem or issue. For employees who would like to utilize more than 6 counseling sessions, the EAP counselor will facilitate a referral to another appropriate counselor, given the situation. Ongoing counseling or other services utilized by an employee or family member will be their responsibility.

(c) **Referral**

The City encourages the utilization of the EAP program through informal or self-referral by employees or their family members. Employees will receive contact information and an informative brochure about the EAP program upon hire and periodically throughout the City's contract with the provider. Employees and family members are encouraged to contact the Payroll Officer if they do not have this information to confidentially obtain the telephone number of the provider. An employee's job security or future career advancement will not be jeopardized as a result of their participation in the Employee Assistance Program

(d) **Procedure**

(1) *Appointments*

Appointments with an EAP counselor can be made by contacting Aurora Health Care at 800-236-3231 to schedule an appointment. Efforts will be made to see clients within the same day or 48 hours depending on the issue. The EAP has 24 hour telephone services as well as the ability to intervene with crisis situations at any hour.

(2) *Confidentiality*

The EAP is a confidential service. No information regarding a client will be shared without a signed consent form. All records and discussion of personal problems are handled in a confidential manner, as are medical records. These records are kept by the Aurora Employee Assistance Program and do not become a part of the employee's personnel file.

(3) *Work Performance*

(i) *Informal Referrals*

If it appears that poor performance is or may be due to personal problems or impairment, the supervisor may informally refer the employee to EAP as part of a performance improvement plan. The referral to the EAP does not lessen the expectation that work performance must be improved.

(ii) *Formal Referrals*

A formal referral may be initiated as an alternative to discipline or as part of a last chance agreement where the employee is agreeing to assessment, referral and subsequent treatment as a method to retain their job with the City. Formal referrals and last chance agreements must be coordinated through the City Administrator's Office and/or the City Attorney's office.

It is appropriate and encouraged that supervisors consult with an EAP counselor regarding employee concerns. The counselor must maintain employee confidentiality and will typically maintain a neutral position with respect to workplace conflict.

(e) **Other Services**

The EAP provider, in addition to counseling, assessment and referral services offers the following services:

- (1) Training (i.e. harassment, workplace violence, substance abuse).
- (2) Education on the EAP website and written materials on a range of issues.
- (3) Onsite crisis support.
- (4) Risk management consultation related to troubled employees and their impact on the workplace.
- (5) Consultation on work-site policies and programs that affect employee health and well being and on employee needs when planning major workplace changes.

SECTION 2. This ordinance shall take effect upon its passage and publication as provided by law.

Passed and adopted this 26th day of November 2012.

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Kip Kinzel, Mayor

Countersigned:

Constance K. McHugh, City Clerk

Approved as to form:

Kaye K. Vance, City Attorney