

PROCEDURE 501-9
EMPLOYEE ASSISTANCE PROGRAM
Effective 01-01-2020, Resolution No. 044-19

Johnson County Government provides an Employee Assistance Program (EAP) to help employees deal with personal issues, plan for life events, and manage their work-life balance. The goals of the EAP are to care for employees in their time of need, to maintain and/or restore individual productivity, and retain valued, experienced employees.

Eligibility

All employees and officials, regardless of classification, and their family members, are eligible to participate in the EAP program.

Services Provided

- Confidential counseling
- Financial information and resources
- Legal support and resources, including discounted legal fees
- Work-life balance solutions (assistance with a wide range of issues from childcare and elder care to shopping assistance)
- GudianceResources® Online (on-line tools and resources)

Referrals

No judgment will be made about the mental health of an employee or the employee's family member based upon the use of EAP services regardless of whether the employee/family member self-referred or whether the employee was referred by the County.

Self-Referral. Employees and their family members may contact the EAP provider directly, without a referral, to speak to a counselor or to schedule an appointment. Employees may reach the EAP provider 24 hours per day.

County-Referral. If a supervisor/manager notices a change in an employee's performance or conduct and believes that the employee may benefit from the services of the EAP, the department/agency/office should consult the Department of Human Resources before referring the employee to EAP. The Department of Human Resources will work with the department/agency/office to determine whether a voluntary or mandatory referral for EAP services is appropriate. A mandatory referral should be made only if other corrective action has been taken and has been unsuccessful, or if the problem is of an emergency nature. Supervisors and other department/agency/office leaders must not make statements to the employee or others suggesting that the employee has a mental or physical disability, or attempt to identify the nature of the employee's problem.

Confidentiality

County referrals to EAP will be treated confidentially. Whether an employee self-refers or is County-referred, information disclosed by employees in counseling sessions is confidential and will not be shared, except as necessary to protect the safety of the employee, others, or County property.

Corrective Action

Employees will not be subject to corrective action or other adverse action for utilizing EAP services. However, employees are responsible for their conduct and may be subject to corrective action for conduct that led to an EAP referral and for misconduct while receiving assistance through EAP.

Cost

There is no cost to employees or their family members for the basic EAP services (up to eight visits per issue per covered family member) or referrals. Any costs associated with additional services or treatments are the responsibility of the employee regardless of whether the employee sought services voluntarily or was mandated for service.