

# **Employee and Family Assistance Policy**

## **1.0 Policy Statement**

The City of Mount Pearl promotes a healthy and safe workplace and recognizes that personal and workplace challenges can have an effect on job performance and well-being of employees and their families. To ensure support resources are in place for employees and their families, the City of Mount Pearl provides access to an Employee and Family Assistance Program.

## **2.0 Background**

Early intervention and counseling helps recognize and address personal and work challenges and offers resolution options.

## **3.0 Scope**

Employee and Family Assistance Program services are available to all employees, while regularly employed with the City of Mount Pearl. Services are also available to individuals living within the same household as the employee.

## **4.0 Purpose**

The Employee and Family Assistance Program (EFAP) is intended:

1. To provide a no-cost, confidential counselling service and related programs to assist all employees experiencing personal and workplace challenges which may adversely affect their job performance and well-being.
2. To promote the well-being of employees through programs which are designed to enhance work performance, support personal well-being and function of their family unit.
3. To assist with early intervention and resolution of personal and work challenges that may adversely influence job performance by providing professional assistance and treatment.
4. To identify other professional services or programs that may provide support or assistance.

## 5.0 Guidelines

### **Confidentiality**

The service is confidential and no records are kept in the employee's personnel file except to document a mandatory referral. Information provided to the employer through the EFAP reporting service is aggregate in nature and is used to assess and plan program offerings, except in the case of mandatory referrals.

### **Time Off**

If an employee is referred for services beyond EFAP, working hours spent away from work will be treated as sick leave.

## 6.0 Program Elements

### **1. Self-Referral**

Employees who choose to use EFAP on their own initiative should contact EFAP directly. Emphasis is placed on voluntary self-referrals. Every effort will be made to encourage employees, either through self realization, helpful suggestions from co-workers, informal suggestions from the supervisor, union representative or Human Resources, to initiate entry into the program. An EFAP counselor will work with the employee confidentially. The EFAP counselor may refer the employee to external resources for challenges that are beyond the scope of EFAP. Information given to the counselor is completely confidential, unless the Counsellor is obligated by legislation to notify authorities in the instance of self-harm or harm to other individuals.

### **2. Supervisory Referral**

An employee's supervisor can be involved in an EFAP referral. A reasonable course of action would be a reminder to the employee of the value of participating in the program. The supervisor will meet as early as possible with the employee to discuss privately the employee's documented deteriorating job performance and to inform the employee of the EFAP. It is still up to the employee to become voluntarily involved in the program.

### **3. Mandatory Referral (Condition of Employment)**

If the challenges are still apparent and work performance continues to be impacted the employee may be mandated to participate in the EFAP. While not considered disciplinary, a mandatory referral to EFAP requires an employee to participate in EFAP as a condition of continued employment. Reasons for mandatory referrals must be documented. Participation and progress through the program is monitored and progress reports are provided to the City by the Counsellor providing the assistance. Human Resources must approve these referrals in advance and must be noted in the employee's personnel file.

## 7.0 Responsibilities

### **1. Supervisor**

- 1.1. To understand fully the Employee and Family Assistance Program policy and referral procedures.
- 1.2. To be alert to any change in work or performance patterns.
- 1.3. To document unsatisfactory work performance.

- 1.4. To discuss any performance problem with the employee in private, encouraging voluntary participation in the program and provide support.
- 1.5. To provide Human Resources with a report on the employee's performance leading to a mandatory referral.
- 1.6. To seek assistance from Human Resources or the EFAP program when required.
- 1.7. To maintain a strict level of confidentiality concerning information supplied by the employee, as well as the employee's participation in the EFAP.

## **2. Human Resources**

- 2.1. To promote the Employee and Family Assistance program.
- 2.2. To provide support and assistance to employee's seeking assistance.
- 2.3. To facilitate the referral process.
- 2.4. To meet with employees, upon request to discuss challenges and make recommendations for path of resolution.
- 2.5. To refer the employee to the appropriate resource person(s) and to maintain an ongoing contact and follow up with the employee.
- 2.6. To facilitate prompt referrals.
- 2.7. To ensure that each referral is followed up.
- 2.8. To maintain a strict level of confidentiality regarding all employees and families involved in the program.
- 2.9. To develop personal contact with and be familiar with diagnostic and treatment resources in the community and elsewhere.
- 2.10. To review the structure of the program on a periodic basis and make recommendations to the parties for adjustments where appropriate.
- 2.11. To monitor program participation and provide general reports on program participation (statistics), without identifying individuals.
- 2.12. To monitor effective policies and procedures governing the Employee and Family Assistance Program.

## **3. Employee**

- 3.1. The employee is expected to meet the normal expectations of the job and maintain job performance and attendance at an acceptable level.
- 3.2. Where there is a challenge affecting work performance, to seek and accept appropriate opportunities for support, assistance and treatment.
- 3.3. To cooperate and actively participate in referrals and programs.
- 3.4. To support co-workers and encourage participation in EFAP.

## **8.0 Related Procedures**

Please refer to the City's companion document: *Employee and Family Assistance Brochure*

## **9.0 Approvals**

  
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Steve Kent, Chief Administrative Officer

October 10, 2018

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Date