

COUNTY OF SAN DIEGO
DEPARTMENT OF HUMAN RESOURCES
POLICY AND PROCEDURES MANUAL

SUBJECT: **EMPLOYEE ASSISTANCE PROGRAM**

POLICY NUMBER: **507**

EFFECTIVE DATE: **March 1, 1990**

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REVISED DATE: **January 2017**

POLICY

It is County policy to provide a confidential Employee Assistance Program (EAP) to facilitate the emotional wellbeing of employees and their families in order to maintain a productive workforce to conduct the business of the County.

ELIGIBILITY CRITERIA

Any active, regular employee is eligible to use the EAP services. In addition, the employee's spouse, dependents or any family member living in the employee's household may also use the services.

PROCEDURE

Employee:

An employee or eligible dependent may contact the Employee Assistance Program directly via a toll-free number to discuss his/her concerns. He/she may receive telephonic counseling, or face-to-face visits to address the concerns. If additional resources are required, the EAP professional may refer the employee to other providers through the appropriate medical plan or community-based services.

Manager / Supervisor:

Managers and supervisors may also consult with the EAP to receive assistance dealing with employees who are having difficulty in the workplace, and to help identify the warning signs of personal problems affecting job performance. The EAP will help develop a constructive approach for intervening and motivating troubled employees to seek help by developing an appropriate plan of action to deal with the situation.

FURTHER INFORMATION

Please contact Employee Benefits at 888-550-2203.

REFERENCES

Board Policy C-14

SUPERCEDES

DHR Policy 1105, Employee Assistance Program

APPROVED BY:

Original document approved and signed by Susan Brazeau on 1/10/17.

Susan Brazeau, Director
Department of Human Resources