

LAKEWOOD FIRE DEPARTMENT STANDARD OPERATING GUIDELINES

SOG NUMBER: 202.01	SAFETY AND HEALTH
DATE IMPLEMENTED: MAY 8, 2017 DATE REVISED:	TITLE: EMPLOYEE ASSISTANCE PROGRAM (EAP)

PURPOSE:

The Employee Assistance Program, hereinafter referred to as the “Program” or “EAP”, shall cover and be available to all career and volunteer firefighter within Lakewood Township and all full time personnel of the Board of Fire Commissioners of Fire District No. 1, Township of Lakewood (Board). These procedures provide guidelines as to the administration of this Program.

SCOPE:

The Employee Assistance Program is provided as a service to personnel and is a reflection of the District’s commitment and responsibility to provide a safe work environment as well as concern for the well-being of its personnel, their families and the township community.

POLICY STATEMENT:

The EAP is established to assist personnel in effectively coping with personal and/or employment stress. The Board recognizes that most personal problems can be improved or corrected with timely intervention. The Board has a vested interest in the health and well-being of its personnel and will endeavor to assist when personnel request assistance or if their job performance is adversely affected. The Board recognizes that personal issues of its personnel can result in poor job performance, unacceptable conduct, safety concerns, on-the-job injuries and retention problems. Fire service personnel perform duties that are safety sensitive in nature which are entrusted to them by the public. The Board is hopeful that the EAP will address these issues in an efficient and effective manner to ensure that the fiduciary responsibility entrusted in the fire service will not be misplaced.

PROCESS:

1. SERVICES PROVIDED: The EAP 3rd party provider shall offer the following services:

- Consultation/Assessment services;
- Online Work-Life website for personnel and their families;
- Access to Smart Phone App;
- Access to twenty-four (24) hour, seven (7) days a week emergency telephone assistance;
- Referral to appropriate treatment services, when necessary;
- Emergent appointments scheduled within twenty-four (24) hours; and
- Critical Incident Response.

2. EDUCATION:

- The Board shall provide promotional material supplied by the 3rd party provider;

- Work-Life website including search and referral for eldercare, childcare, financial and legal services;
- Mobile Smart Phone App;
- Online Learning Center – articles, assessments, audio presentations, physical and emotional wellness topics;
- Skill Builders, E-Learning courses with certificate of completion;
- Monthly webinars; and
- On-Line Savings Center: Discounted shopping program for personnel.

3. REFERRAL: Personnel may receive EAP services as follows:

- SELF-REFERRAL: Personnel may contact the EAP staff directly. Appointments for a self-referral will be made on the individual's own time and confidentiality will be maintained to the extent provided by law.
- MANAGEMENT REFERRAL: Management may refer personnel when he/she demonstrates poor job performance, attendance problems, unacceptable conduct or other policy violation. The management referral does not replace the District's disciplinary policies or procedures or management's responsibility to address personnel problems and issues as they occur. A management referral permits personnel to seek assistance for problems or issues that may have arisen in the workplace or to workplace problems or issues.

The following procedure shall be followed by the referring manager:

1. Inform the individual of a management referral to the EAP;
 2. Complete the management referral form;
 3. Give copy of management referral form to the individual;
 4. File copy in the individual's personnel file;
 5. Inform the individual that he/she must be seen by an EAP counselor as soon as practicable but in no case later than ten (10) calendar days;
 6. Telephone the EAP office, or contact person, and report referral.
 7. Forward a copy of referral form to EAP office, or contact person, immediately following telephone call via e-mail or telefax;
 8. At the initial meeting with the EAP counselor, the individual referred shall sign an EAP Participation Agreement. The EAP counselor shall thereafter report compliance or non-compliance with the Agreement to the referring manager;
 9. Failure of personnel to comply with the EAP Participation Agreement shall result in termination from the EAP;
 10. With the exception of management referrals for drug/alcohol abuse, failure to comply shall result from continued workplace problems, not from failure to comply;
 11. In cases of drug or alcohol use or misuse, failure to comply and satisfactorily complete the prescribed program as structured shall be considered and shall constitute insubordination and shall result in appropriate disciplinary action to include, but not be limited to, termination from the fire service.
- CRITICAL INCIDENT REFERRAL: Critical Incident Referrals shall occur when personnel are subject to trauma in the line of duty such as a firefighter seriously injured or involved in fire fatality, a firefighter involved in, or witness to, a serious injury or death, etc.

In such situations, management shall notify the EAP office as to the details of the incident as soon as possible. The EAP office shall arrange for an individual and/or group debriefing and/or counselling within forty-eight (48) hours.

4. **LIMITATION OF EAP SERVICES:** Personnel found to need treatment outside the scope of services provided under the EAP shall receive a provider referral. The Board is not liable for such referral services unless the individual is covered by the District's health plan, or other insurance in effect, such as Workers' Compensation.
5. **CONFIDENTIALITY:** Diagnosis, treatment details or other personal information will comprise the EAP Record. However, for referrals involving Workplace Violence, Harassment (Hostile Work Environment) or Drugs/Alcohol use/misuse and the individual is subject to disciplinary charges or is involved in appealing discipline problems, the EAP's records shall be made available to District officials having legitimate need to know.