

NORTH CAROLINA DEPARTMENT OF COMMERCE		POLICY # HR 30
Title: Employee Assistance Program		
Effective Date: October, 1996	Administering Authority: Human Resources Dir.	
Revisions:		
Statutory Authority (if applicable):		

Purpose: It is the policy of the Department of Commerce to maintain an Employee Assistance Program to help employees secure treatment for personal problems that may adversely affect their job performance.

Policy:
The program is available to all DOC employees and their immediate families, since a family member's problem may also adversely affect the employee's work performance and general well-being.

The program is remedial and preventive and is designed to:

- encourage voluntary participation and self-referral,
- identify the problem at the earliest possible state of development,
- motivate the individual to seek help, and
- refer the individual to the most appropriate assistance available.

There is no cost to the employee for the initial assessment. However, any costs associated with additional services or treatments are the responsibility of the employee. Charges for some services may be covered by the employee's designated health-care plan.

Employees are not charged leave for the initial assessment and referral visit. When scheduled to receive professional assistance, an employee shall be permitted to exhaust accumulated vacation and sick leave, as appropriate. This provision in no way changes the vacation and sick leave policies that apply in the event of separation. Employees shall notify their supervisors of the need to take leave as far in advance as possible and will cooperate with their supervisors in scheduling leave. Management will work with supervisors to minimize the effects on the unit. Leave without pay may be granted in accordance with DOC and State Personnel policies.

The operation of the program is based upon job performance criteria. It does not require managers or supervisors to become knowledgeable about the employee's personal problems nor to attempt a diagnosis. Assessment and referral will be handled by professional counselors. Employees have access to the program through both supervisory and self referrals.

Voluntary participation is encouraged. An employee who is experiencing a problem that they feel may be impairing job performance is encouraged to voluntarily seek assistance. All referrals and records will be handled in strict confidence. No employee will have either job security or career opportunities jeopardized or guaranteed by active participation in this program.

The Employee Assistance Program will not require or result in any special regulations, privileges, or exemptions from standard administrative practices applicable to job performance requirements. It is the employee's responsibility to both cooperate in the designed recovery plan and to record his leave in accordance with DOC and State Personnel leave policies and procedures. After a reasonable period of time, a satisfactory improvement in job performance must occur or applicable disciplinary action will be implemented or continued as appropriate.

Responsibilities

Each Division Director is responsible for ensuring the availability of a viable Employee Assistance Program to all employees in that unit. They should also insure that the supervisors are knowledgeable of the EAP.

It is the responsibility of each supervisor to consider the EAP as an option for any employee whose unsatisfactory work performance warrants disciplinary action.

The DOC Personnel Director is responsible for developing and maintaining program standards and procedures and providing the technical assistance necessary to accomplish this policy.