




CITY OF DUBLIN
ADMINISTRATIVE ORDERS
OF THE CITY MANAGER

ADMINISTRATIVE ORDER 2.39
TO: City of Dublin Employees
FROM: Dana McDaniel, City Manager 
SUBJECT: Employee Assistance Program
DATE: June 24, 2022
<i>Supersedes and replaces Administrative Order 2.39 dated November 1, 1993, regarding same subject.</i>
PROPONENT: Division of Human Resources

1. PURPOSE

The purpose of this Administrative Order is to establish a formal Employee Assistance Program (EAP) policy statement and to provide direction and guidance to employees regarding the intent, purpose, and use of the City of Dublin Employee Assistance Program (EAP).

2. EAP POLICY STATEMENT

A. The City recognizes that a wide range of personal difficulties/problems in the lives of its employees may affect work performance and that most personal problems/difficulties can be successfully resolved provided they are identified and referred to an appropriate source of assistance. The City, therefore, believes that in the best interest of the City and its employees, as well as their families, that an Employee Assistance Program (EAP) should be implemented to assist employees in dealing with a wide range of problems. The City recognizes that this range of personal problems may include mental, emotional, financial, family, marital, employment-related stress, drug abuse, alcoholism, legal, or other problems not specifically mentioned. The City of Dublin EAP is designed to help employees and their families deal with situations/problems as noted above by linking them with resources that can provide appropriate help. The EAP is also designed to reduce job performance problems and to retain valued employees.

B. When an employee or family member is experiencing a problem, whether or not it affects job performance, the employee is strongly encouraged to take advantage of the EAP.

(1) It is the policy of the City of Dublin that:

a. Participation in the EAP is limited to employees serving in Full-Time or Part-Time permanent positions; Seasonal, Temporary, or Intermittent employees are not eligible for participation in the EAP.

b. Participation in the EAP is strictly voluntary. However, employees and their family members who have concerns that may affect their health, well-being, and/or job performance, are encouraged to directly contact the EAP. Human Resources is also available to direct employees to available resources.

c. Employees and/or their immediate family members will receive an offer of assistance to help resolve such problems in an effective and confidential manner. All EAP issues are handled in a confidential manner by the EAP provider consistent with federal and state law. No information concerning the nature of individual personal problems will be released without proper written consent.

d. Use of the EAP will not affect the employee's job classification, chance for promotion, or pay increases.

e. Disciplinary procedures will remain unaltered; use of the EAP will not alter the responsibility of employees to maintain an acceptable level of performance.

f. EAP-related appointments scheduled during normal work hours will be scheduled within the framework of the City's existing leave policies.

g. Supervisory personnel may encourage the use of the EAP, recognizing the fact that many job performance difficulties may be related to a personal problem. However, supervisory personnel will refrain from diagnosing personal problems or recommending specific solutions other than referral to the EAP.

3. EAP ORIENTATION & SUPERVISORY TRAINING

A. Initial orientation regarding the EAP is critical to successfully achieving the stated objectives of the EAP. In this regard, an orientation program will be offered to all eligible employees and their family members.

B. This orientation program will introduce the EAP, explain how to access services, answer questions and encourage involvement in the EAP.

C. Also critical to the success of the EAP is the provision of supervisory training. Sessions will be provided to all supervisory personnel to enhance practical knowledge concerning the proper procedures to be used when dealing with an employee who is experiencing personal or work-related distress. In addition, ongoing consultation will be available by telephone or by appointment when needed.