



Operating Procedure

Effective Date September 1, 2017	Number 150.5
Amended	Operating Level Department
Supersedes Operating Procedure 150.5 (9/1/14)	
Authority COV §53.1-10, §53.1-25	
Subject EMPLOYEE ASSISTANCE PROGRAM	
ACA/PREA Standards 4-4071; 4-ACRS-7E-07; 4-APPFS-3E-14; 2-CO-1C-25; 1-CTA-1C-13	
Incarcerated Offender Access Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Public Access Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Attachments Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Office of Primary Responsibility Human Resources Director	

I. PURPOSE

The operating procedure provides guidance for Department of Corrections employees to access the Employee Assistance Program.

II. COMPLIANCE

This operating procedure applies to all units operated by the Department of Corrections (DOC). Practices and procedures shall comply with applicable State and Federal laws and regulations, Board of Corrections policies and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

III. DEFINITIONS

Employee Assistance Program (EAP) - A confidential assessment, referral, and short-term problem-solving service available to eligible employees and family members; enrollment in the EAP is automatic as part of the health plan coverage. The EAP helps participants deal with problems affecting personal and work life, such as:

- Conflicts within the family and workplace
- Personal and emotional concerns
- Alcohol and substance abuse
- Financial and legal problems
- Elder and child care
- Career concerns and other challenges

IV. PROCEDURE

A. Scope

1. The Virginia Department of Corrections Vision and Values reflect the Agency's concern for the health and wellbeing of its employees.
2. Administrators and managers recognize that a variety of personal problems can disrupt employees' personal and work lives.
3. Sometimes employees need professional assistance and advice such as that provided through the Department of Human Resource Management (DHRM) *Employee Assistance Program*. (4-4071; 4-ACRS-7E-07; 4-APPFS-3E-14; 2-CO-1C-25; 1-CTA-1C-13)
4. All salaried DOC employees have access to confidential and voluntary assistance through the Employee Assistance Program.
5. Employee Assistance Program counselors are available to assist employees with problems related to:
 - Alcohol, Drugs
 - Family
 - Health
 - Legal
 - Financial

- Housing
- Mental health
- Child care, Elder care
- Grief
- Spousal/child/parent abuse
- Workplace
- Career planning, Retirement

B. Referral to the Employee Assistance Program

1. Full-time, classified employees and eligible household members may refer themselves to the Employee Assistance Program.
2. When an employee's job performance or attendance is unsatisfactory or there appears to be signs of other problems during the work day, the supervisor should counsel the employee in consultation with the Human Resource Officer in an attempt to resolve the situation.
 - a. If the employee appears to be unable or unwilling to correct the situation, they may be referred to the Employee Assistance Program to assist in the resolution of the problem.
 - b. Referral to the Employee Assistance Program or comparable program may be required depending upon the nature of the behavior or misconduct. Organizational units should consult with the Headquarters Human Resources Unit prior to mandating participation.
3. Employees, who have an alcohol or illegal drug usage problem, may voluntarily inform their supervisor, Organizational Unit Head, or Human Resource Officer prior to being ordered to report for alcohol or other drug testing. (see Operating Procedure 135.4, *Alcohol and Other Drug Testing*)
 - a. If an employee self-discloses to their supervisor, the supervisor must then notify the Organizational Unit Head and Human Resource Officer.
 - b. Upon making this information known, the employee will be referred to the Employee Assistance Program.
 - c. Probationary employees who disclose that they have an alcohol or illegal drug usage problem may have their probationary period extended for an additional six months.
4. Participation in the Employee Assistance Program does not jeopardize an employee's job security or promotional opportunities.
5. Participation in the Employee Assistance Program does not excuse the employee from following agency policies and procedures or meeting required standards for satisfactory job performance except where specific accommodations are required by law. (see Operating Procedure 150.3, *Reasonable Accommodations*)

C. Accessing the Employee Assistance Program

1. All state employees and eligible household members have access to Employee Assistance Programs.
2. Up to four sessions are included at no charge.
3. In general, care must be authorized in advance.
4. The employee or eligible household members will speak to an Employee Assistance Program specialist who will assess the problem and coordinate assistance.
5. The Employee Assistance Program may be reached 24 hours a day.
6. If the problem requires mental health or substance abuse care, the employee or eligible household members will be referred to a provider, under the employee's mental health and substance abuse benefit.
7. The Employee Assistance Program specialist or care manager will arrange a referral according to the specific needs.
8. Employees who have enrolled in healthcare benefits through the Commonwealth of Virginia should

contact their health plan's Member Services department for more information.

COVA Care and COVA HDHP
Anthem Blue Cross and Blue Shield
Member Services: 1-855-223-9277
www.anthemead.com

COVA HealthAware
Aetna
1-888-238-6232
www.covahealthaware.com

Kaiser Permanente HMO
(866) 517-7042 (toll free)
<http://www.achievesolutions.net/kaiser>

9. Employees who have waived healthcare benefits through the Commonwealth of Virginia should contact Anthem EAP at 800-346-5484 or contact their Human Resource Officer for questions regarding the Employee Assistance Program. Counselors with the Employee Assistance Program will make every effort to coordinate referral to a comparable service provider.
10. Under certain circumstances, employees may choose or be required to contact the Employee Assistance Program Services before leaving the work site. If this occurs, the Human Resource Officer or other member of the Human Resources staff will provide the employee a confidential area to call EAP.
11. Civil and Work Related Leave will be granted for the employee's first meeting with the Employee Assistance Program. After the first visit, absence from work for treatment or assistance to which an employee has been referred by the Employee Assistance Program will be charged to an employee's accrued leave, as appropriate, or to leave without pay if the employee does not have adequate accrued leave.
12. If it is determined by the treating health care provider that the employee should be absent from work after an Employee Assistance Program assessment, the employee must comply with the requirements for requesting leave outlined in Operating Procedure 110.1, *Hours of Work and Leave of Absence*.

D. Confidentiality

1. Personal information concerning employee participation in the Employee Assistance Program is maintained in a confidential manner.
2. No information related to an employee's participation in the Employee Assistance Program is entered in the personnel file.

V. REFERENCES

Department of Human Resource Management (DHRM) [Employee Assistance Program](#)
Operating Procedure 110.1, *Hours of Work and Leave of Absence*
Operating Procedure 135.4, *Alcohol and Other Drug Testing*
Operating Procedure 150.3, *Reasonable Accommodations*

VI. FORM CITATIONS

None

VII. REVIEW DATE

The office of primary responsibility shall review this operating procedure annually and re-write it no later than three years after the effective date.

Signature Copy on File

N. H. Scott, Deputy Director for Administration

7/14/17

Date