



## City of St. John's Corporate and Operational Policy

**Policy:** 03-07-03 Employee Assistance Program/Policy

**Status:**

**Issued By:** Human Resources

**Revision No:** 1

**Revision Date:** 2004/08/23

**Date of Original Council  
Approval:**

**Rescind Date:**

**Index:** 03 Human Resources

**Section:** 07 Health and Safety

**Title:** 03 Employee Assistance Program/Policy

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### **Purpose**

To provide for assistance to employees who experience personal problems that impact on their performance on the job.

### **Policy Statement**

1. There are many stresses in a person's life. These stresses can become overwhelming at times. The stress(es) may be of such magnitude that the employee begins to perform poorly at work, lose time from work, and/or become quite ill. If intervention is sought early, the effects of these stresses can be minimized and allow the employee to begin leading a more harmonious existence with their family and become a more responsible employee at work.
2. The City recognizes that, to the extent that a personal problem affects the health, performance and conduct of an employee on the job, it is a problem of concern to Management and requires corrective action.
3. All supervisory personnel are responsible for ensuring that employees under their jurisdiction having personal problems that affect their job performance are dealt with in accordance with this policy. If the matter cannot be resolved at that level, it is to be referred to the EAP Coordinator and to the next level of management.
4. Specifically, the City undertakes, through the EAP Coordinator, to:

(a) train management personnel to identify unsatisfactory levels of performance; to understand the attitudes and requirements of the troubled employee; and to refer such an employee to the EAP Coordinator for diagnosis and treatment program;

(b) to attempt to correct deficiencies in work performance, attendance or conduct of an unsatisfactory employee, preferably before it has resulted in disciplinary action. However, nothing contained in this policy is intended or should be construed to limit the continuing responsibility of Management to discipline employees.

(c) to seek active co-operation and involvement of representatives and organizations in administration and development of this policy and the EAP itself;

(d) to co-operate with and utilize provincial and community education and treatment resources in order to assist the employee undergoing rehabilitation, and to educate managers toward a better understanding of employee problems;

(e) to require affected employees to accept certain conditions related to the program of rehabilitation. If an employee refuses to co-operate, or if treatment or other measures fail to produce a satisfactory level of performance, then removal from employment shall be considered where there is a continuing failure to perform to satisfactory standards. Such separation would be required, as in other circumstances, because minimum performance standards are not being met.

(f) to recognize that there will be instances in which the employee is unwilling to acknowledge a problem. In such cases, his retention in, or removal from the company service, will be determined in accordance with normal custom on discipline.

(g) to grant sick leave, on approval of the City Medical Doctor, to the same extent the employee is entitled for other illnesses.

5. The City of St. John's will provide financial assistance for counselling services under the Employee Assistance Program when the following criteria is met:

a) An employee and/or immediate family member may seek financial assistance for outside counselling services provided such individual has officially enrolled in the City's Employee Assistance Program and has been accepted for such counselling services.

b) Application for financial assistance shall be made through the EAP Co-ordinator and such counselling services shall be arranged through the EAP Co-ordinator.

c) Other avenues such as M.C.P., Government Assistance, etc., must be exhausted before application is made for financial assistance.

d) The City's financial assistance shall be on a cost shared basis of 80% City, 20% client to a maximum payment by the City of \$500.00 per client per year.

### **Application**

### **Responsibilities**

All employees, supervisors, EAP Coordinator.

### **Definitions**

### **References/Appendix**

### **Monitoring and Contravention**

### **Approvals**

Management Handbook, Policy Statement No. 9. Never formally approved by Council. Finance and Administration Standing Committee report - August 11, 2004; Regular Meeting of Council - August 23, 2004.

### **Review Period**

### **Available to Public**

- ☒ Yes
- ☐ No