

	<i>Administrative Regulation</i>	
	<b>EMPLOYEE ASSISTANCE PROGRAM</b>	Policy #: 9.02
		Effective: 08/10/2020
		Revised: 06/23/2025
	Owner: Human Resources	

**Note:** Terms that are ***bolded and italicized*** the first time they appear in this regulation are defined below. After the first occurrence, defined terms appear in *italics only*.

**PURPOSE:**

The Employee Assistance Program (EAP), part of the City’s ***LiveWell*** initiative, provides confidential support services to help employees and their household members manage personal and professional challenges while enhancing ***emotional well-being***.

**SCOPE:**

This regulation applies to all ***eligible employees*** and their ***household members***.

**POLICY:**

Employees may face challenges that affect their ability to manage stress, maintain healthy relationships, or adapt to change. EAP offers confidential support services to help employees and their household members build emotional resilience, practice self-care, and enhance overall workplace well-being.

In alignment with the City’s commitment to the *Emotional Well-Being* pillar of *LiveWell*, EAP services include:

- Confidential counseling: Up to six (6) sessions per topic per calendar year.
- Training and skill building: Workshops on stress management, effective communication, and coping strategies.
- Workplace support: Services such as conflict resolution, mediation, and team interventions.
- Critical incident response: On-site support and debriefing after traumatic or disruptive events.
- Coaching: Guidance for employees and supervisors to navigate workplace challenges and improve performance.

Supervisors, in coordination with Human Resources, may recommend or ***require EAP participation*** to address workplace concerns. Most services, however, are voluntary and self-initiated.

**PROCEDURE:**

**1. Accessing Services & Coverage**

- a. EAP services are confidential and available 24/7.
- b. EAP contact information is available on the City’s internet benefits page.
- c. Employees and household members may contact the ***EAP provider*** directly at (541) 345-

2800.

d. EAP counselors assess individual needs and develop a resolution plan, which may include referrals to external providers.

(1) Employees are responsible for costs outside EAP's contracted network.

(2) Coverage through the City's health plan may apply.

## **2. Time Coding for Appointments**

a. EAP appointments required by leadership for work-related concerns may be coded as regular work time.

b. Personal use of EAP services during work hours requires the use of accrued leave.

## **3. Confidentiality**

a. All EAP records are confidential and maintained by the provider in compliance with HIPAA regulations.

b. Voluntary participation in EAP is not documented in personnel files, performance reviews, or hiring decisions.

c. These confidentiality protections encourage employees and household members to seek support without concern for professional consequences.

## **DEFINITIONS:**

### ***EAP Provider:***

A contracted third-party organization that delivers EAP services.

### ***Eligible Employee:***

Any individual actively employed by the City and on the City payroll.

### ***Emotional Well-being:***

The ability to manage emotions, adapt to change, build relationships, and face challenges constructively, fostering engagement, stress management, and respectful interactions at work.

### ***Require EAP Participation:***

A directive issued by a supervisor, in partnership with HR, requiring an employee to participate in EAP services due to a job-related concern.

### ***LiveWell:***

The City's strategic wellness initiative encompassing five dimensions: Emotional, Physical, Financial, Community, and Occupational well-being.

## **RESOURCES:**

### **Website:**

- <https://www.cascadehealth.org/>