


STRATFORD POLICE DEPARTMENT 	Type of Directive: Policy and Procedure	Updated: 04/10/2023
	Title: Employee Assistance Program	No. 2.8
	Issuing Authority: Chief Joseph McNeil	Issued: 10-09-2018
	Reference: Tier One Accreditation 1.8.5	

PURPOSE:

The purpose of this policy is to provide professional assessment, counseling and referral services for employees experiencing personal problems, which either impair work performance or are of significant distress to the employee. This service is extended to all members of the employee's immediate family because their problems may also adversely affect the employee.

POLICY:

It shall be the policy of the Stratford Police Department to assure all employees that they will receive consideration, understanding, and an offer of professional assistance to help resolve problem(s) in a confidential manner as set forth in the following procedures.

PROCEDURE:

The Stratford Police Department recognizes that a wide variety of human problems, emotional, mental, and physical, may interfere with an employee's performance on the job. While the Department does not intrude into the private lives of its employees, it does view problems affecting job performance as its legitimate concern.

The Department recognizes that most human problems can be successfully treated if they are identified in the early stages and appropriate resources are applied. This includes alcoholism, drug abuse, marital and family difficulties, physical and mental illness, financial troubles, and a wide range of other personal problems.

In situations where normal supervisory guidance and motivation fail to correct the problem, professional assistance will be offered in order to help the employee back to health and effective work performance.

Voluntary use of this program by employees is encouraged if and when a problem is suspected.

Utilization of this program by employees will in no way jeopardize their job security, promotional opportunities, or reputation. The town of Stratford utilizes KGA as the vendor for the Employee Assistance Program, which is available to all employees twenty four hours a day, seven days a week.

How to access EAP services via KGA;

- By phone at 1-800-648-9557
- By email at info@kgrer.com
- By website at my.kgalifeservices.com (use company code; Stratford)
- On the App Store; KGA Mobile

Employee referrals will be handled with the highest degree of confidentiality. The information and records of this program are to be considered medical in nature and are maintained in the same confidential manner.

Supervisors are responsible for identifying and attempting to correct deteriorating or unsatisfactory job performance. When normal supervisory efforts fail and a personal problem is suspected, the supervisor should refer the employee to the Employee Assistance Program (EAP).

Supervisors should not attempt to diagnose the personal problems of employees but make referrals based on documented deficiencies in job performance alone.

It is the responsibility of the employees referred by supervisors to follow through on recommended assessment interviews and cooperate with treatment programs when prescribed. The employee's job disposition will be determined on the basis of performance alone within the context of standard existing personnel policies and procedures. A reasonable transition period will be allowed after treatment has started in order to facilitate rehabilitation and return to normal work performance.

When necessary, sick leave shall be granted for treatment or rehabilitation within the framework of the standard health and hospitalization policies of the Town of Stratford.