

POLICE DEPARTMENT HANOVER PARK, ILLINOIS



DIRECTIVE: 162-A

REFERENCE STANDARDS: 22.1.4 22.1.5 22.1.7

SUBJECT: Employee Assistance Program

PURPOSE: The Village of Hanover Park maintains an Employee Assistance Program (EAP) for all full-time regular employees and eligible family members. The program is designed and coordinated to provide confidential professional assistance to the employee as well as identify issues that may interfere with work or a productive life style for the individual.

I. GOALS

A. The primary goals of the Employee Assistance Program are: (22.1.7d)

1. To offer comfort and aid to all eligible employees of the Hanover Park Police Department and their families in times of professional or personal crisis/need.
2. To provide knowledgeable access to professional help in the form of therapists and/or certain institutions to alleviate crisis.

II. Employee Assistance Program: (22.1.4 22.1.5 22.1.7b)

A. The program offers a confidential means for seeking assistance. This program is structured as a voluntary means for employees to get confidential professional help for personal problems. At times, supervisors may refer an employee to this program based upon established guidelines within the department. Assistance may be requested by contacting the following:

1. The Human Resource Department of the Village of Hanover Park.
2. Workplace Solutions toll-free number 1-800-327-5071.
3. Any police department supervisor.

B. This program is available 24 hours a day, seven days a week with services provided in the areas of: (22.1.7a)

1. Stress management;
2. Problems involving marital and family issues;

3. Emotional/psychological issues;
 4. Alcohol or drug problems;
 5. Financial/legal concerns; and
 6. Other personal concerns.
- C. Information will not be shared with anyone without the written consent of the employee. (22.1.7c)

III. Supervisory Role and Responsibility: (22.1.7f)

- A. Employees may choose to discuss personal problems with a supervisor, which is acceptable, however, it is not the responsibility of the supervisor to act in a diagnostic role.
- B. Documenting specific instances where an employee's work performance, behavior, or attendance fails to meet acceptable levels or is deteriorating.
- C. Recommend the Employee Assistance Program based upon the existing circumstances known to the supervisor at the time and determine whether the referral should be handled as an Informal or Formal referral.
1. Informal Referral
 - a) Employee's personal problem is not impacting work performance but is apparent to others.
 - b) Participation is voluntary.
 2. Formal Referral
 - a) Initiated by supervisor based on work performance issues.
 - b) Participation is mandatory.
- D. Supervisors who refer employees to the Employee Assistance Program as a Formal Referral shall:
1. Contact the Director of Human Resources or Human Resource designee for direction regarding the completion of the forms necessary for the referral.
 2. Upon completion of the referral forms, forward all documentation to the Director of Human Resources or designee who will coordinate future activities in the Employee Assistance Program.
 3. Initiate the appropriate disciplinary action should the employee fail to participate in the program after a formal referral is made.

IV. Training

- A. The Director of Human Resources shall provide training to all supervisors regarding the Employee Assistance Program to include, at a minimum:
1. Recognition to determine whether a job performance problem is related to internal or external causes that may include:
 - a. Job performance objectives;
 - b. Training and/or skills of the employee;
 - c. Expectations of the employee by the department;
 - d. Excessive workload demands of the employee; and
 - e. Conflicts between the goals of the department and the goals of the employee.
 2. Consultation in preparation for, and direction on, documenting and conducting constructive intervention by:
 - a. Referring to policy and procedure; and
 - b. Consulting with management and Human Resource Department.
 3. Documentation that is specific, observable and objective:
 - a. Exclude subjective impressions;
 - b. Include positive as well as negative incidents.
 4. Follow-up:
 - a. Supervise the employee consistent with department policy;
 - b. Clearly address job expectations; and
 - c. Follow through with normal disciplinary procedures as necessary and if appropriate.