

**PHOENIX FIRE DEPARTMENT**

**VOLUME 1 – Operations Manual**

**EMPLOYEE ASSISTANCE PROGRAM**

**MP105.01A 03/06 – R**

**COUNSELING**

The Member Assistance Program and EAP Preferred are behavioral health programs provided by United Phoenix Fire Fighters Local #493 for sworn and non-sworn employees and their families. These services are free of charge to employees and their families. Additional services are provided by the City of Phoenix health care benefit plan.

Primary Providers are:

**Members Assistance Program** (Ron Tapscott): (602) 277-1500 or 602-495-7551

AND

**Contact**

Northwest Valley

11225 N. 28<sup>th</sup> Dr., Ste. D215

Phoenix, AZ 85029

(602) 993-6077

(Call this number for providers in Phoenix, Avondale, Carefree, Glendale, Peoria, Sun City and the West Valley).

Southeast Valley

3740 E. Southern Ave., Ste. 220

Mesa, AZ 85206

(480) 807-8168

(Call this number for providers in Ahwatukee, Apache Junction, Chandler, Gilbert, Mesa, Paradise Valley, Scottsdale, Tempe and the Southeast Valley).

Other locations

1-800-222-8335

AND

**CIGNA Behavioral Healthcare:** Intake 1-800-343-2183

### **PURPOSE**

Provides timely and effective counseling to Department employees to address workplace and personal issues including but not limited to: substance abuse treatment, marital therapy, stress reduction, and individual treatment for emotional issues.

Services are provided to evaluate the necessary level of care required to address presenting issues and to determine the most suitable clinical setting. Services are provided directly to employees and their families in conjunction with their medical insurance plans.

### **POLICY**

Federal confidentiality regulations and data privacy acts, as well as, State Statutes with regard to confidentiality of client information are followed. Exceptions to these standards may be required by law such as clear and present danger to self or another, child and elder abuse, court subpoena or national security risks. Consents for release of information are used in all other cases.

Names of employees or dependents that utilize this service shall not be made available either directly or indirectly to any party as explained in the paragraph above.

In cases of supervisory referral, the supervisor will be notified when initial appointment is made with the written approval of the client.

EAP records and information will not be disclosed or provided on receipt of a subpoena for records without a signed consent from the client on file with EAP, unless EAP subsequently receives a court order ordering disclosure, and that the court order has been reviewed by legal counsel before compliance with the order.

### **SUPERVISORY CONSULTATION**

Provides supervisors and managers with resources to initial recommendations and referrals for employees who are experiencing emotional issues which are or have the potential to impact on job performance. Allows managers to primarily focus on job performance issues and refer to professionals for issues requiring counseling. Provides for counseling services as they are recommended, referred, and/or remanded.

#### **Recommendations**

Recommendations are made in the event a supervisor notes that employee is experiencing emotional/psychological difficulties but have not reached the point of significantly impacting job performance. Supervisors noting or being informed by the employee that

they are experiencing personal problems may be provided information about the counseling services as a matter of concern and caring by the supervisor.

When recommendations are made, the supervisor is not informed of the employee's attendance, course of treatment, or discharge date. Employees receiving counseling services through supervisor recommendations are covered by all the statutory rights of confidentiality afforded a self-referral.

### Referrals

Supervisors initiate referrals when job performance issues are apparent but the employee is able to continue functioning on duty or at the assigned position. Referral forms can be accessed at: United Phoenix Fire Fighters web site (<http://www.phxff.org>) under Members/Wellness Link.

A supervisor-referred employee is asked to sign a release of information during the consultation with the supervisor. The release gives permission to the treating counselor to inform the supervisor:

1. Date of first appointment
2. Motivation and cooperation in the course of treatment
3. Date of discharge.

Information regarding the treatment plan, course of treatment, and/or presenting problem are not disclosed.

### Remanded

In the event a supervisor determines that job performance is gravely impaired and the employee is requiring counseling services, he or she may be mandated to the Program as a condition of employment.

When an employee is remanded for care, s/he will be required to sign a release of information during their consultation with their supervisor. This release specifies that the provider release to the Department and the supervisor:

1. Confirmation that the employee is attending counseling sessions
2. Progress on treatment plan
3. Reports of drug screens where this is required
4. Cooperation and motivation of the employee in counseling
5. Date of completion of services

### Client Records and Files

An individual client record documenting presenting problem, treatment process and termination/close-out information for each individual who utilizes the employee assistance program is maintained. Those records are the property of the provider and are confidential and maintained accordingly.

## **PROMOTION AND PREVENTION**

Provides prevention and education services to create Department cultural changes and small group support for wellness issues. Addresses issues in preventive phase to reduce medical expenses and support employees before issues become critical.

### **Friends Help Friends GET HELP**

#### **Description**

Joint Labor/Management effort to provide information and education regarding the dangers of chronic substance use and addiction.

Goal is to increase employee's self-awareness and self-monitoring to enable individuals to make informed decisions regarding their relationship with potentially harmful substances.

Concurrently, Friends Help Friends is an effort to develop team and co-worker support for individuals who or are experiencing increasing difficulties which are of concern to those around them. The program creates a path between the Behavioral Health Program and the employees who may need assistance and support. It increases the impact and utility of the Program by providing peer support, referrals and information.

#### **Assessment and Referral**

Consists of evaluating the employee/retiree's medical, psychological, and social needs, with recommendations for the appropriate course of treatment.

#### **Short Term Counseling**

Counseling on a short term basis (up to 12 sessions per year) will be provided to retirees and their spouse, employees and their families at no cost. Family Outreach Educational services are provided for the employees family members.

#### **Family Outreach**

Educational services are provided for the employees' family members.

#### **Trauma Debriefing**

Employee counseling that becomes necessary as a result of traumatic situations encountered at the scene of incidents, is outlined in M.P. 105.01B: "Critical Incident Debriefing."

#### **After-care and Follow-up**

Services provided for successful graduates (and their families) of St. Luke's out-patient or in-patient programs.

The contract also provides educational and consultation services to Fire Department Management. A component providing direction to individual supervisors in attempting to approach a troubled employee is also available.

Professional services provided to the employee/retiree, which will not be financially compensated through the contract, but rather by the employee/retiree shall include:

Individual treatment services for specifically diagnosed chemical dependency on an in-patient and/or out-patient basis.

Laboratory services pertaining to urinalysis and blood tests.

Individual counseling sessions in excess of twelve (12) per year.

These fee-for-service programs will also be available to family members as needed and appropriate.

### **EAP AGENCIES**

#### **Contact Employee Assistance Program**

**Northwest Valley 602 993-6077**

**Southeast Valley 480 807-8168**

(Contract Agency with the Fire Department)

**Sworn Fire used Ron Tapscott at the Union Hall 602 277-1500**

**City of Phoenix EAP Preferred 602 534-5433**

(Will assist with numerous problems including marital, financial and legal.)