



DISTRICT OF COLUMBIA DEPARTMENT OF CORRECTIONS

Standard Operating Procedure

Effective Date:	September 10, 2018	
Policy Name:	Employee Assistance Program (EAP)	
SOP Number:	3410.1C-18	Amends <input type="checkbox"/>
Policy Supersede Date:	(8/10/2016)	Cancels <input type="checkbox"/>
Policy Supersede Number:	3410.1C-16	New <input type="checkbox"/>
OPI:	HRM	
Review Date:	September 10, 2019	
Approving Authority:	Quincy L. Booth Director	

Quincy L. Booth, Director

9/10/2018

Date

SUMMARY OF CHANGES:

Section	Change
	<i>Minor changes made throughout.</i>

- PURPOSE AND SCOPE.** To provide procedures for the D.C. Department of Corrections (DOC) Employee Assistance Program (EAP).
- POLICY.** It is DOC policy to participate in the DC Government Employee Assistance Program (EAP) designed to address personal problems that employees may encounter which may adversely affect their overall work performance or conduct on the job. Unless a separate program is established pursuant to the provisions of DPM Chapter 20B § 2050.19, participation in the District's EAP program established by the Personnel Authority shall be mandatory.
- APPLICABILITY.** This directive applies to all DOC employees, and contract employees other than a temporary employee.
- PROGRAM OBJECTIVES.** The expected results of this program are:



SOP

Effective Date:	September 10, 2018	Page 2 of 8
Policy Name:	Employee Assistance Program (EAP)	
SOP Number:	3410.1C-18	
Policy Supersede Date:	(8/10/2016)	
Policy Supersede Number:	3410.1C-16	
OPI:	HRM	
Review Date:	September 10, 2019	

- a. To assist supervisors and managers in identifying and resolving employee productivity issues and personal matters that may negatively impact attendance, institutional safety and security, and job performance.
- b. Employees who participate in the program may achieve restoration of adequate performance, reduction in absenteeism and appropriate workplace behavior.

5. DIRECTIVES AFFECTED

- a. Directives Rescinded
SOP 3410.1C-16 "Employee Assistance Program (EAP)" (8/10/2016)
- b. Directives Referenced
 - 1) PP 3210.2 Performance Evaluation Program
 - 2) PP 3490.7 Affirmative Attendance
 - 3) SOP 6050.4B-17 MEDAT

6. AUTHORITY

- a. D.C. Official Code § 1-620.07, Health Services.
- b. DC Personnel Manual Chapter§6- 2050 Employee Assistance Programs
- c. DC Personnel Manual Corrective and Adverse Actions; Enforced Leave; and Grievances, Policy, 6-§1601.
- d. DC Personnel Manual, Records Management and Privacy of Records 6-§3100 et seq.
- e. Drug Free Workplace Requirements for Federal Contractors 41 U.S.C. 701.
- f. Article 14, Section F., Employee Health Services of the Collective Bargaining Agreement between the DC Department of Corrections and Fraternal Order of



SOP

Effective Date:	September 10, 2018	Page 3 of 8
Policy Name:	Employee Assistance Program (EAP)	
SOP Number:	3410.1C-18	
Policy Supersede Date:	(8/10/2016)	
Policy Supersede Number:	3410.1C-16	
OPI:	HRM	
Review Date:	September 10, 2019	

Police, Department of Corrections Labor Committee, Effective FY 2016-FY2019.

- 7. NOTICE OF NON-DISCRIMINATION.** In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code §2.1401.01 et seq., (Act) the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, or place of residence or business. Sexual harassment is a form of sex discrimination that is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

8. STANDARDS REFERENCED

- a. American Correctional Association (ACA) 4th Edition Performance Based Standards for Adult Local Detention Facilities: 4-ALDF-7C-01.

9. RESPONSIBILITIES

- a. The Employee Assistance Program (EAP) is administered by the ADA/FMLA Coordinator. The Coordinator shall provide referral services consistent with this directive.
- b. The EAP shall provide counseling and related services to employees who are experiencing problems, including, but not limited to, the following problems or issues which may adversely affect work performance or conduct on the job:
 - i. Family and marital problems;
 - ii. Financial difficulties;
 - iii. Emotional or mental illness; and
 - iv. Substance abuse problems.



SOP

Effective Date:	September 10, 2018	Page 4 of 8
Policy Name:	Employee Assistance Program (EAP)	
SOP Number:	3410.1C-18	
Policy Supersede Date:	(8/10/2016)	
Policy Supersede Number:	3410.1C-16	
OPI:	HRM	
Review Date:	September 10, 2019	

- c. *Line of Duty Incidents.* The EAP Coordinator, in consultation with the Warden or executive staff, shall coordinate through DCHR, counseling services with the Third Party Administrator (TPA) to respond to the work place to help employees adjust following line-of-duty deaths or incapacitating injury in the line-of-duty, hostage situations and other critical incidents.
- d. *Each Supervisor, Manager, Administrator or Office Chief* shall observe, communicate with and make explicit to employees, the expectations of satisfactory work performance, positive attendance and appropriate behavior. When an employees' work performance, attendance or behavior shows a decline or erratic pattern, the supervisor, manager or administrative official shall counsel the employee and document the situation.
- e. *Employees*
 - 1) Each employee is expected to consistently perform his or her work assignment in a satisfactory manner; demonstrate regular attendance and appropriate behavior for the work setting.
 - 2) An employee who is experiencing problems that adversely affect his or her work performance or conduct on the job shall be encouraged to voluntarily seek assistance to resolve the problems.

10. GENERAL REQUIREMENTS

- a. Participation in the EAP shall not adversely affect job security, future employment, or career advancement.
- b. Managers and supervisors are prohibited from exposing employees to punitive actions, termination, etc. for seeking treatment and/or referral.
- c. Participation in the EAP shall not preclude the taking of a disciplinary action under Chapter 16 of these regulations, if applicable, or any other appropriate administrative action, in situations where such action is deemed appropriate. This includes any violations of the agency's policies on substance abuse, domestic violence, sexual harassment, and sexual misconduct, or other criminal and civil laws.



SOP

Effective Date:	September 10, 2018	Page 5 of 8
Policy Name:	Employee Assistance Program (EAP)	
SOP Number:	3410.1C-18	
Policy Supersede Date:	(8/10/2016)	
Policy Supersede Number:	3410.1C-16	
OPI:	HRM	
Review Date:	September 10, 2019	

- d. Participation in the EAP is confidential.
- e. The EAP shall be located in an area of operations and supervisory authority that will assure freedom in program operations, client service delivery and interventions, from either a conflict of interest or ethical compromise by the agency, supervisors, and managers or the appearance of either.

11. PROGRAM OUTLINE

- a. EAP shall consist of assessment, counseling and referral services. Services are available for employees, twenty-four (24) hours per day, seven (7) days per week, including holidays.
- b. The services of the EAP shall be provided through the TPA.
- c. The cost of the initial assessment, counseling, and referral session with the EAP contractor shall be paid in full by the District government, to the extent that the session is not covered by the employee's health insurance carrier.
- d. The Coordinator shall ensure that information about the program is disseminated to employees on a regular basis.

12. PROCEDURES

- a. Self-referral
 - 1) Employees may seek assistance on their own through the TPA confidential call number at 1-800-346-0110 or visit www.inova.org/leap. An employee may be referred through the Agency's ADA/FMLA Coordinator at 202-523-7016. The EAP Coordinator shall document that an offer of EAP assistance has been given to the employee with clarification of procedures for self-referral.
 - 2) Employees are encouraged to make self-referrals and schedule sessions during off-duty hours, whenever possible. This action will eliminate the need for supervisory involvement in the leave approval or referral process.



SOP

Effective Date:	September 10, 2018	Page 6 of 8
Policy Name:	Employee Assistance Program (EAP)	
SOP Number:	3410.1C-18	
Policy Supersede Date:	(8/10/2016)	
Policy Supersede Number:	3410.1C-16	
OPI:	HRM	
Review Date:	September 10, 2019	

b. Supervisory Referral

- 1) Managers and supervisors may refer employees to the EAP Coordinator whose behavior and conduct affects their job-related performance.
- 2) Supervisors and managers should, in appropriate cases, consider referring to the EAP employees who are experiencing problems which adversely affect their overall work performance or conduct on the job before taking administrative action against employees.
- 3) When an employee's work performance is unsatisfactory, the supervisor, manager or administrative official shall, in accordance with DPM Chapter 14, advise the employee in writing of the deficiency.
 - a) The supervisor should consider whether it is appropriate to offer EAP services to assist the employee with correcting the problem.
 - b) After referral to EAP, the supervisor shall continue to monitor and document the employee's performance and/or behavior.

c. Use of Leave

- 1) An employee shall be entitled to up to two (2) hours Administrative Leave for the initial visit.
- 2) The Warden or other supervisory official may approve Administrative Leave for subsequent sessions in emergency situations or for crisis intervention.
- 3) The employee shall provide proof of attendance if Administrative Leave was granted. Documentation shall include the date and time period of treatment and the clinicians' original signature.
- 4) Otherwise, the supervisor may authorize annual leave, sick leave, or leave without pay for subsequent sessions scheduled during duty hours.
- 5) Employees are encouraged to schedule all appointments, based upon their case management plan of action, during off duty hours or by utilizing pre-scheduled sick leave.



SOP

Effective Date:	September 10, 2018	Page 7 of 8
Policy Name:	Employee Assistance Program (EAP)	
SOP Number:	3410.1C-18	
Policy Supersede Date:	(8/10/2016)	
Policy Supersede Number:	3410.1C-16	
OPI:	HRM	
Review Date:	September 10, 2019	

- 6) Employees who have been placed on Leave Abuse Status shall provide documentation of attendance as required by agency policy.
- 7) Employees may request that the TBA EAP Counselor verify their absence when utilizing EAP services in accordance with procedures in this directive. However, it is the Employee's responsibility to deliver that document to their Supervisor, Manager, Office Chief, etc.

13. CONFIDENTIALITY

- a. Supervisors, managers, and administrative officials shall respect the confidentiality of EAP referrals, client contacts, crisis interventions, and case management activities.
- b. Client contacts and case management activities shall remain private unless disclosure is required by local, state or federal regulations and statute.
- c. Referral documentation and program participation shall be maintained confidentially in accordance with DPM §6-3100 et seq. applicable federal and DC laws and regulations.
- d. Supervisors and managers, and other third parties involved in the EAP referral process, shall not have access to confidential employee EAP records and information as required by DPM §6-3100 et seq. and any other applicable federal and District of Columbia laws and regulations without the employee's written consent except as allowed in section "f."
- e. Disclosure of program participant information without the employee's consent is allowed in the following situations:
 - 1) Legal actions. A court of legal jurisdiction, may order information deemed necessary in connection with the criminal investigation or prosecution of a serious crime, or as evidence in litigation. The DOC General Counsel and/or the D.C. Office of the Attorney General must be contacted immediately upon receipt of any court order requesting information.



SOP

Effective Date:	September 10, 2018	Page 8 of 8
Policy Name:	Employee Assistance Program (EAP)	
SOP Number:	3410.1C-18	
Policy Supersede Date:	(8/10/2016)	
Policy Supersede Number:	3410.1C-16	
OPI:	HRM	
Review Date:	September 10, 2019	

14. TRAINING

- a. The EAP Coordinator shall, in conjunction with the DOC Center for Professional Development & Learning provide information in Pre-Service training on the Employee Assistance Program.
- b. Provide specialized training to assist managers and supervisors with identifying performance and behavioral issues that require intervention, referral, and guidance.
- c. Provide publications in written or electronic format to assist employees, managers and supervisors, in promoting physical health, wellness, stress management, successful career transitions, and a positive, productive work environment.