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Section-11 Human Resources	OP-110217	Page: 1	Effective Date: 04/11/2019
Employee Assistance and Services	ACA Standards: 2-CO-1C-20, 2-CO-1C-25, 4-4063, 4-4071, 4-ACRS-7C-02, 4-ACRS-7E-07, 4-APPFS-3C-01, 4-APPFS-3E-14		
Joe M. Allbaugh, Director Oklahoma Department of Corrections		Signature on File	

Employee Assistance Program (EAP)

The agency provides information and employee programs in support of employee health and wellness. The Oklahoma Department of Corrections (ODOC) contracts for referral services to assist employees and their eligible family members who encounter problems that may adversely affect job performance or personal well-being. Participation in the agency’s Employee Assistance Program (EAP) is voluntary and confidential. (2-CO-1C-25, 4-4071, 4-ACRS-7E-07, 4-APPFS-3E-14)

Eligible family members include immediate family and household members. Immediate family member is defined as a spouse, parent, or child. Child means a biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis if that child is under the age of 18, or 18 years or older and incapable of care due to a mental or physical disability. Household member means those persons who reside in the same home, who have reciprocal duties to, and do provide financial support for one another, but does not include persons sharing the same general house, when the living style is primarily that of a dormitory or commune.

I. Basic Guidelines

A. Services

1. ODOC employees and their eligible family members have access to confidential assistance by licensed professionals to address problems stemming from personal, medical, substance abuse, or work-related issues. These issues include but are not limited to;
 - a. Marriage, family and relationships

- b. Suicide
 - c. Substance Abuse
 - d. Addiction
 - e. Emotional issues
 - f. Health concerns
 - g. Caregiving challenges
 - h. Stresses, losses, changes
 - i. Other life and job stresses
2. The program may be used as an alternative to disciplinary action at the discretion of the facility/unit head unless disciplinary action is required by agency policy, merit rule or state law. (2-CO-1C-20, 4-4063 b# 4, 4-ACRS-7C-02, 4-APPFS-3C-01)
 3. The program may also address agency directed sessions involving staff issues and crisis intervention.

B. Employment

An employee's employment status or promotional opportunities will not be jeopardized because of participation or non-participation in the program.

C. Agency EAP Coordinator

The primary focus of the EAP coordinator will be contract oversight with the third party EAP administrator, providing assistance to management and supervisors relating to employee issues, and assisting employees who have a need and wish to access the system. The EAP coordinator will ensure the distribution of informational materials designed to educate and promote self-referrals by provision of the materials to local field Human Resources Management Specialists. [Attachment A](#), entitled "ODOC Agency EAP Coordinator", (attached) lists the contact information for the agency EAP coordinator.

D. Contracted EAP Administrator

ODOC will contract with a third party to provide EAP services. OneLife, EAP is ODOC's current EAP provider and may be reached directly by phone or e-mail:

OneLife
1(800) 559-9544

onelif@plexusgroupe.com

II. Program Administration

A. Referrals

1. An employee may be self-referred or referred by the supervisor. If a severe need that impacts work performance is indicated, the supervisor should advise the employee of EAP services, recommend involvement, and provide the employee with the appropriate contact information to OneLife.
2. Employees will request and use an appropriate leave program in accordance with [OP-110355](#) entitled "Procedures for Employee Attendance and Leave" for any absence to obtain EAP services from treatment and counseling providers.
3. All staff should have a sufficient understanding of the program to enable recognition appropriate for initiating a response/referral in support of issues regarding self or other staff.

B. Financial Responsibility

An employee, to include their eligible family member(s), may receive up to a total of six counseling sessions per employee, per calendar year, with OneLife at no cost to the employee.

1. If the issue(s) remains unresolved following the maximum number of counseling sessions, the employee and/or their eligible family members will be required to utilize his or her health insurance to continue treatment.
2. The employee will be responsible for the costs associated with the selected service provider if the services are outside of the first six counseling sessions per calendar year.
3. EAP staff and/or OneLife will be knowledgeable about state fee provisions, insurance benefits, and third party reimbursement provisions in order to appropriately assist the employee.

III. EAP Process

A. Scheduling Appointments

Employees may schedule appointments directly through OneLife.

B. Assessment and Referral Service

An EAP licensed professional will evaluate the participant's needs and assist in the selection of the appropriate treatment resources. All referrals will be

handled confidentially.

C. Crisis Support Counseling

In accordance with [OP-110501](#) entitled "Critical Incident Program," an appropriate response from EAP will be implemented for a work related or personal crisis upon request from the facility/unit head or appropriate executive/senior management to the EAP coordinator.

D. Confidentiality and Release of Information

1. OneLife will maintain confidential files and will provide only statistical information to the agency.
2. OneLife and/or an EAP licensed professional may disclose confidential information relating to a participant when:
 - a. The participant consents in writing to the release of information;
 - b. The appointing authority or direct chain of command of an employee requests verification of an employee's appointment with OneLife for the purpose of granting an authorized absence. In such case, the disclosure will be limited to the date and time of the appointment;
 - c. OneLife or the EAP licensed professional determines the participant poses a threat to deliberately harm the participant or others;
 - d. There is reason to believe that a minor has had physical injuries inflicted upon them where the injury appears to have been caused as a result of physical abuse, sexual abuse, or neglect; or
 - e. There is reason to believe that an elderly person or incapacitated adult is suffering from abuse, neglect, or financial exploitation.
 - f. There is reason to believe offender sexual assault or abuse in accordance with [OP-030601](#) entitled "Oklahoma Prison Rape Elimination Act" has occurred.

IV. References

Policy Statement No. P-110100 entitled "Uniform Personnel Standards"

OP-030601 entitled "Oklahoma Prison Rape Elimination Act"

OP-110355 entitled "Procedures for Employee Attendance and Leave"

OP-110501 entitled "Critical Incident Program"

Merit Rules 260:25-21-1 through 9

V. Action

The facility/unit head is responsible for compliance with this procedure.

The director of Administration is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-110217 entitled "Employee Assistance Program (EAP)" dated April 24, 2018

Distribution: Policy and Operations Manual
Agency Website

Attachments

Title

Location

[Attachment A](#)

“ODOC Agency EAP Coordinator”

Attached