

Employee Assistance Program

The City of Iowa City sponsors an Employee Assistance Program (EAP) as a means of assisting all permanent employees, and their families, in resolving any problems that may affect personal well-being, and, potentially, job performance. These problems may include marital or family difficulties, financial or legal concerns, emotional conflicts, or problems caused by alcohol or other substance abuse.

The program, administered by **Synchrony (351-9072), 438 Southgate Ave., Iowa City**, is a place employees can turn to when they, or their family members, feel they may need guidance or assistance in solving personal problems. It is entirely confidential and in no way meant to interfere with an employee's private life.

Employees and their families are encouraged to voluntarily seek assistance for a problem as soon as possible. This involves calling the program coordinator at 351-9072 to schedule an appointment. You may be seen at the EAP for up to six visits at no cost. However, if a referral is made to another community resource, you will be responsible for costs incurred. The EAP counselor will recommend referral options and your health insurance may cover some of the costs, depending upon the nature of the problem and the referral agency. If you have questions about your health insurance coverage, you are encouraged to discuss this with the counselor.

EAP Referrals

Voluntary - A voluntary, self-referral to the program is the preferred method. You, or a family member, upon recognition of a problem, simply phone the EAP to schedule an appointment for an initial interview.

Informal - An informal referral is a suggestion from either a supervisor, co-worker or family member, to go to the EAP for assistance. This type of referral is generally made prior to any serious decline in job performance, but at a stage where concerned persons have noticed a change in an individual's personality, attitude or overall health.

The City will not be made aware of your visit if it is made voluntarily prior to the problem becoming a job performance issue.

Formal Referral - A formal referral is initiated by a supervisor and may be accompanied by disciplinary action or imposed as a condition of continued City employment. This type of referral is made at a point where job performance has declined to a critical level and corrective measures have been unsuccessful in resolving the situation.

An individual who is formally referred to the EAP will be asked to sign a release of information form. **Information provided to the City is limited to information regarding attendance and level of involvement.**