

Directive 348.1
8/13/93

EMPLOYEE ASSISTANCE PROGRAM

- I. This Directive outlines policies and procedures
PURPOSE for assisting employees having personal problems
 that affect on-the-job performance and/or conduct.
- II. This Directive replaces AMS Directive 348.1, dated
REPLACEMENT 10/13/89. Changes are marked with asterisks.
HIGHLIGHTS
- III. A. EAP provides assistance to employees and their
EMPLOYEE family members who are experiencing * - family, - *
ASSISTANCE emotional, financial, alcohol, drug, or other
PROGRAM personal problems that affect job performance
(EAP) and/or conduct.
- B. Employees needing assistance in dealing with personal problems
 are encouraged to voluntarily seek help through
 EAP.
- IV. A. The Agency is committed to the goal of
POLICY restoring troubled employees to optimal job performance
 by offering assistance through EAP.
- B. The Agency is committed to eliminating illegal drug use and,
 therefore, does not condone employee use of drugs
 or other activity contrary to law. The Agency is
 only concerned with an employee's off-duty use of
 alcohol or other legal substances if it affects job
 performance, conduct, or the mission or credibility
 of the Agency.
- C. Employees may participate in EAP with freedom from restraint,
 interference, coercion, discrimination, or
 reprisal.
- D. Employee job security, promotional opportunities, within-grade
 increases, awards, etc., will not be jeopardized by
 participation in EAP.

- V. A. Requests for assistance and personal
GUIDELINESinformation given to an EAP counselor are confidential.
 Participation in the program is **not** documented in
 an employee's Official Personnel Folder or Employee
 Performance File, and information regarding
 participation will not be released without the
 employee's consent or unless it is court ordered.
- B. EAP services are available to family members of employees
 having performance and/or conduct problems or to
 those family members whose behavior is adversely
 affecting the employee's job performance and/or
 conduct.
- C. Supervisors are encouraged to contact the EAP counselors or
 the Employee Relations Branch (ERB), Personnel
 Division (PED), to discuss concerns about employee
 problems that affect performance and/or conduct.
 Additional information on EAP is contained in the
 Manager's Guide to Handling Employee Performance
 and Conduct.
- D. Participation in the program will not automatically shield an
 employee from conduct- or performance-based action.
 Proposed action against employees may be
 forestalled or canceled upon demonstration of
 participation and satisfactory progress in an
 approved program when the deficient performance or
 conduct is proven to be caused by the personal
 problem.
- VI. A. AMS employees in Washington, DC, and
HOW TO Beltsville, Maryland, are covered by * - Employee
OBTAIN Assistance Program Services, a service provided by
SERVICES Montgomery General Hospital under a contractual
 agreement. - * Counselors with advanced degrees in
social work or psychology are available to provide short-term
counseling, referral, and supervisory consultation in the South
Building; Beltsville, Maryland; and Hyattsville, Maryland.
Employees or supervisors may telephone 800-222-0364 (TTY 882-262-
7848) for an appointment with a counselor.
- B. All other AMS employees may request EAP counseling and
 referral services by contacting 800-222-0364 (TTY
 882-262-7848). Services will normally include
 referral to an appropriate community resource for
 counseling and/or treatment and followup.

- VII. A. Employees will be permitted a reasonable
USE OF amount of official time for visits with
LEAVE Agency-sponsored EAP counselors and to participate in
 EAP-sponsored activities. Employees may be granted
 sick leave, annual leave, or leave without pay,
 as appropriate, to seek or participate in a
 community-based counseling * - and/or treatment - *
 program. Supervisors may permit the use of
 flexitime for participation in counseling programs.
- B. An employee does not have the absolute right to use leave as
 he/she pleases. Approval of leave for
 participation in the program is subject to the
 requirements contained in AMS Directive 305.2,
 Leave, and other applicable regulations. Although
 employees may use leave to obtain counseling * -
 and/or treatment, - * the supervisor retains the
 right to determine when leave may be used and to
 require adequate documentation to justify the leave
 request.

L. P. Massaro
Deputy Administrator, Management