



Medina County Policy Manual



Policy: Employee Assistance Program - EAP	Section: Benefits	Number: 5.010
Issued: 09/17/07	Reviewed/Revised: 1/10/11 Res #11-0028	Page #: 1 of 2

- A. Personal problems may affect not only an individual's health, family and job security, but also co-workers and job performance. Therefore, the Employee Assistance Program has been developed to assist employees with such problems. Participation in the EAP and Work/Life Program is voluntary; the relationship between the employee and counselor is completely confidential.

The EAP and Work/Life program, Lifestyle EAP (LEAP), is available at **no cost** to all County employees and their family members who reside with the employee.

1. Referrals for professional treatment services beyond those offered by beyond **LEAP** basic plan*, such as medical care or long-term counseling/psychotherapy, may require a fee. The County's health care plans may cover such services. Employees should refer to their specific health care plan for an explanation of covered services.
2. Help is available 24 hours a day, 365 days a year, with one toll-free phone. **Dial 1-800-989-3277.**
3. Individuals can also request face-to-face counseling sessions. An appointment is promptly provided near where the individual lives or works, anywhere in the U.S. and Canada.

- B. **LEAP** offers help in three ways:

1. **Referrals:** **LEAP** is the employee's guide to community resources when faced with issues of daily life or emotional health.
2. **Crisis Intervention:** **LEAP** is the employee's first call for immediate help when faced with a mental health emergency situation. Trained counselors are available 24 hours a day to professionally handle any crisis that may affect their life, or the life of a loved one.

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3. **Counseling:** Professional counseling is available both over the telephone and through face-to-face consultation. Up to five (5) pre-paid face-to-face counseling sessions, per person, per occurrence, are available to the employee, their household members and eligible dependents.

D. A website provides employees the opportunity to learn more about EAP benefits and services, obtain helpful information and self-assessments:

<http://www.lifestyleEAP.com>

E. Professionals offer expert counseling and guidance for personal and work-related problems, including:

- Marital, child and family issues
- Stress and change management
- Job performance difficulties
- Financial and legal concerns
- Alcohol and substance abuse
- Depression, anxiety and panic
- Health and wellness issues
- Child and elder care needs