

**DISTRICT OF COLUMBIA
FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT**

BULLETIN NO. 43

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DISTRICT OF COLUMBIA EMPLOYEE ASSISTANCE PROGRAM

The District Government EAP is a professional and confidential support network. Assessment, counseling, and referral services will be rendered by private employee assistance providers. This program is designed to identify, motivate, and refer, at an early stage, those employees who need help with personal or medical problems that contribute to unacceptable job performance or behavioral problems:

District Personnel Manual Instruction No. 20B-4, dated September 17, 1993, provides the procedures and guidelines for the services offered by the EAP. The authority for the program is both District Personnel Regulations and Mayor's Order 91-62, dated May 1, 1991.

Based on the foregoing, effective immediately, it is the policy of this Department that all employees are eligible to participate in the District's program. Our Diversity Management Officer (DMO) will serve as the liaison to the EAP administrative office and will also coordinate EAP training workshops within the Department. Workshops will be scheduled periodically. A program brochure and wallet-size card can be obtained from the DMO by calling (202) 673-3396.

1. PURPOSE

This instruction sets forth the procedures of the District of Columbia Employee Assistance Program (EAP)

2. AUTHORITY.

D.C. Code § 1-621.7 (1992 Repl.), § 2050 of the D.C. Personnel Regulations, and Mayor's Order 91-62, dated May 1, 1991.

3. APPLICABILITY

This instruction applies to all agencies under the administrative jurisdiction of the Mayor or other personnel authorities to whom the District provides EAP services through a written agreement.

The Employee Assistance Program is applicable to any employee in a covered agency, other than a temporary employee or any employee serving a probationary period under either § 813 of Chapter 8 or § 906.7 of Chapter 9, under the personnel authority of the Mayor.

4. DEFINITIONS

(a) Disciplinary Action

A corrective or adverse action as defined in Chapter 16 of the D.C. Personnel Regulations.

(b) Employee Assistance Program (EAP)

An employee benefit service that is designed to identify, motivate, and refer, at an early stage, those employees who develop personal and medical problems that contribute to unacceptable job performance or behavioral problems. The program is established pursuant to D.C. Code § 1-621.7(3) (1992 Repl.).

(c) Troubled Employee

An employee whose personal problems (e.g., family/marital problems, financial difficulties, emotional problems, and substance abuse problems) are adversely affecting his or her overall work performance or conduct on the job.

(d) Personal Problem

Any and all kinds of human difficulties that contribute to a decline in job performance or behavioral problem(s).

(e) EAP Administrative Staff

District of Columbia Office of Personnel (DCOP) staff who administer the District-wide Employee Assistance Program operations.

Inquiries: Office of Compensation and Benefits, 202-727-9625

Distribution: Heads of Departments and Agencies, Personnel Officers, and DPM Subscribers

Retain Until Superseded

5. POLICY STATEMENT

The District of Columbia government recognizes that its employees may encounter personal problems (e.g., family or marital problems, financial difficulties, emotional or mental illness, substance abuse problems, etc.) that may adversely affect their overall work performance or conduct on the job. Therefore, it is the policy of the District of Columbia government to provide an Employee Assistance Program that is designed to address such problems, and is administered in the strictest CONFIDENTIAL manner pursuant to D.C. Code § 1-621.7(3) (1992 Repl.). This policy encourages all employees encountering such problems to voluntarily seek help for resolving their problem(s).

6. RELATIONSHIP TO COLLECTIVE BARGAINING AGREEMENTS

The provisions of a collective bargaining agreement will take precedence over these procedures to the extent that there is a difference.

7. EMPLOYEE ASSISTANCE PROGRAM GUIDELINES

The Employee Assistance Program (EAP) is not intended to prevent corrective or adverse action, if an employee's performance or behavior warrants discipline. The EAP is as an adjunct to disciplinary action only when the employee's work performance or behavior is deemed correctable; and does not impose a risk to the health, safety, security, and integrity of the District of Columbia government. However, participation will not preclude disciplinary action when such action is indicated.

- (a) The program is designed to address the needs of employee suffering from all types of behavioral, emotional and physical problems that are adversely impacting job performance or behavior on the job (e.g., family, marital, financial, emotional, and substance abuse problems). Consequently, counseling and reasonable accommodations should be given to employees having other types of illnesses (e.g., heart problems, cancer, and other debilitating illnesses) that may affect job performance. Additionally, employees who seek assistance for substance abuse problems are entitled to treatment and reasonable accommodation pursuant to the Rehabilitation Act of 1978 (29 U.S.C. 504) and the Drug Free Workplace Act of 1988, Pub. L. 100-690, 102 Stat. 4304 (1988).
- (b) Whenever employees refer themselves, or are referred to the EAP, records pertaining to the employee's participation will be kept in strictest confidence and separate from official personnel folders in accordance with the D.C. Personnel Regulations, Chapter 31, Records Management and Privacy of Records.
- (c) Referrals to the EAP will be kept in the strictest confidential manner. Any supervisor, manager, or employee who breaches the confidentiality of an employee's participation in the EAP will be subject to disciplinary action in accordance with Chapter 16 of the D.C. Personnel Regulations.
- (d) Assessment, counseling, and referral services will be rendered by private employee assistance providers under contractual agreement(s) with the District government. This procedure will allow confidential, professional, accessible and affordable services to be provided to employees in need. These providers will be located in facilities which do not house District government offices. At no point will supervisors be authorized to diagnose or recommend professional treatment resources for employees with personal problems or illnesses.

- (e) When professional treatment is required, including inpatient care for addiction or mental illness, leave will be granted for treatment or rehabilitation on the same basis as granted for other health problems.
- (f) Two hours of administrative leave may be granted for an employee's initial EAP appointment.
- (g) Each employee participating in this program will be expected to meet, existing work performance requirements and established Personnel Regulations. Nothing in this program is to be interpreted as a waiver of management's responsibility to maintain discipline or the right to take disciplinary action where appropriate.
- (h) The program will inform and educate all employees of the EAP, its services; guidelines, and procedures. Additionally, the program will provide preventive activities in the form of free lunch time workshops that will focus on such topics as: stress management, financial management, substance abuse, family crisis and intervention, eating disorders, sexual abuse, phobia, spouse abuse, etc.
- (i) The program will conduct specialized EAP training for all supervisors and managers in the identification, documentation, consultation, and referral of employees encountering problems.
- (j) The program will conduct specialized EAP training sessions for union representatives.
- (k) The program will solicit union support and input on all new initiatives being implemented by the EAP.
- (l) The program will address the special needs of the District government's multi-cultural work force.
- (m) The program will form an Advisory Council consisting of key District government agencies and union representatives, EAP Administrators and Coordinators, and the DCOP's EAP Manager to provide ongoing support and input to the program.
- (n) The program will meet the specific needs of the handicapped and women's health issues within the District government work force, where applicable.
- (o) Participation in the program is not mandatory.

8. EAP REFERRAL PROCEDURES

The two types of referrals that may be used for admission into the EAP are self-referrals and agency referrals.

(a) Self-Referrals

- (1) An employee who contacts the EAP on his or her own initiative, based solely on a personal decision to seek assistance, is considered to be a self-referral. Generally, job performance has not yet been affected, and intervention at this early stage is most advantageous for all concerned.
- (2) A self-referral will contact the EAP administrative office contractor directly for an appointment by calling (202) 727-6740.
- (3) A self-referral is notified of his or her appointment by telephone or through a formal appointment confirmation letter from the EAP administrative office. The letter will be sent to his or her home or wherever he or she requests it to be sent.
- (4) A self-referral who voluntarily seeks the services of the program, but wishes to maintain his or her privacy, should arrange for an initial assessment session on his or her own time, during lunch period, before or after duty hours, or during periods of approved leave. A self-referred employee who informs his or her supervisor of his or her initial assessment appointment with the EAP may receive administrative leave for his or her appointment. The employee may request an appointment verification form from the EAP administrative office to be given to the supervisor as proof of the appointment. Whenever an employee is requesting administrative leave, it is the supervisor's right to request verification of an appointment.
- (5) If additional time is needed for further assistance beyond the initial assessment session (e.g., inpatient care, therapy, or medication schedule), the employee must request leave (sick, annual, compensatory time, leave without pay, or attend during off-duty hours) as specified in DPM Chapter 12, Part II.
- (6) Follow-up on self-referrals will be conducted with the employee and the contractor ONLY. No written or oral information will be shared with anyone unless the employee so requests in a signed EAP release of information form. However, the employee will be encouraged to permit the EAP staff to contact the supervisor when necessary. For example, if a treatment plan is agreed upon by the employee, it may require special leave negotiation between the employee and management of the agency.

(b) Agency Referrals

- (1) Management or supervisory referral deals directly with the critical link between personal problems and declining performance or conduct. The employing agency is to refer an employee to the EAP for assessment and referral as soon as problems are manifested which adversely affect the employee's job performance or conduct. This referral should be made before or concurrent with disciplinary steps, depending upon the severity of the personnel infraction.

- (2) Employer-referred appointments will be requested by the supervisor in the form of an official referral letter which is accompanied by a completed EAP Supervisory Referral Form (Attachment 3) or, in emergency situations, by telephone in order to expedite the referral. In emergency situations, the supervisor is still responsible for sending the appropriate documentation (i.e., referral letter and form) to the EAP administrative office/contractor by the next working day.
- (3) If an emergency situation causes disruption at the work site, and there is reasonable cause to believe that the employees conduct constitutes an immediate hazard to the agency, to the employee concerned, to other employees, or to the detriment of the public health, safety, or welfare, the employee may be given immediate administrative leave in accordance with Chapter 16 (1604.28, D.C. Personnel Regulations). In lieu of this, employees may request to use their accrued leave in accordance with Chapter 12 of the D.C. Personnel Regulations.
- (4) An employee who is referred by his or her supervisor to the EAP will be excused from work for up to two hours to attend his or her initial assessment and referral session with no charge to his or her leave. This time is to be charged to administrative leave. No initial assessment and referral session will last longer than two hours. However, if the employee fails to return to work in a reasonable amount of time, the supervisor may contact the EAP administrative office for verification of the employee's arrival and departure time from his or her initial assessment and referral session. If it is found that the employee has violated leave privileges regarding the EAP appointment, the supervisor will take the necessary actions in accordance with Chapter 12 or 16, based on the circumstances surrounding the violation.
- (5) Employees may request sick leave, if appropriate, for subsequent visits. However, if sick leave is exhausted, they may request annual leave, compensatory time, or leave without pay in accordance with DPM Chapter 12, Part H.
- (6) The EAP administrative staff will conduct employee follow-up inquiries with the EAP contractor to ascertain treatment progress or lack thereof. In order to receive services, agency referrals are required to sign a release of information form at the time of their initial assessment session, allowing disclosure only as to their participation.
- (7) The supervisor or manager referring an employee to the program will be provided with an employee status report limited to: notification and adherence to appointments; no-shows; dropouts; and active or inactive participation in the recommended plan. No information regarding the type of diagnosis will be disclosed.

- (8) If an employee through an agency referral completes treatment successfully, or fails to follow the prescribed recommendation of the EAP contractor, or for some other reason is not in need of assistance, the employee will no longer remain in an EAP active client status. The EAP administrative staff will inform the referring agency of the employee's status.

9. FINANCIAL RESPONSIBILITY

- (a) The cost of the initial assessment, counseling, and referral session with the EAP contractor will be paid in full by the District government only to the extent it is not covered by the employee's health insurance carrier. An employee who is a member of a Health Maintenance Organization or who does not have health insurance coverage will be covered in full for the initial assessment session with the EAP. The employee will assume the financial responsibility for further assistance needed beyond the initial assessment session through third party reimbursement or payment, use of facilities that offer sliding fee scale, self-help groups, or other reasonable arrangements, to the extent possible.
- (b) The EAP is designed to provide a range of treatment options, both public and private, in its efforts to provide quality and affordable treatment.

10. EMPLOYEE ASSISTANCE PROGRAM ADMINISTRATION RESPONSIBILITIES

- (a) Contractual Assessment, Counseling, and Referral Services to District of Columbia Government Employees
- (1) Through the use of a contracted employee assistance program provider(s), the District government will provide assessment, counseling and referral services to its employees at facilities located throughout the Washington Metropolitan Area (inclusive of Northern Virginia and surrounding Maryland counties). The contractor will provide assessment of the problem, corrective and short-term counseling, and assistance in the determination of the appropriate treatment facility, where applicable. The EAP will monitor all referrals by the contractor to other treatment facilities. The role of the contractor(s) will be to:
- receive referral from the EAP administrative office;
 - diagnose the problem;
 - educate the employee on the resources available to assist him or her in resolving the problem(s);

- refer the employee in need of further assistance to the most appropriate resource(s) available and ensure his or her acceptance into a treatment program;
 - provide the employee with options regarding selection of treatment program(s), taking into consideration the type of problem to be treated as well as the employee's health insurance coverage, geographic location, and financial means;
 - monitor treatment programs of employee;
 - provide periodic review on employee progress to EAP staff as requested;
 - submit monthly reports to the EAP on District government employee utilization of services; and
 - handle all referrals in a timely, professional, and CONFIDENTIAL manner.
- (2) The contractors will have professionals on staff that are trained, licensed, and certified. The contractor will also have bilingual counselors, working in the areas of diagnosis and treatment of performance, behavior, and health problems.
- (b) Scheduling of Appointments
- (1) When an employee, supervisor, or manager contacts the EAP administrative office regarding the need for assistance for a troubled employee, an EAP staff member will obtain information that is pertinent in determining the employee's need. Information will include the following:
- employee's name
 - home address
 - work and home telephone numbers
 - social security number
 - work location of employee
 - employee job classification
 - grade level of employee
 - length of service with D.C. government
 - work shift (inclusive of days am)
 - description of job performance, deficiency, or conduct
 - documentation relative to the referral is to be attached to written referral request (i.e., leave record, memorandums, reprimands, etc).

(2) Following the assessment of information acquired, the EAP administrative staff contractor will make the appropriate arrangements for the employee's initial assessment, counseling, and referral session with the contractor.

(c) Contractor's Assessment, Counseling, and Referral Services (Monitoring and Follow-up Activities)

Following the appointment date, the contractor will contact the EAP administrative staff to share information regarding the employee referred. Such information will include: (1) whether or not the employee was seen; (2) whether or not the employee has agreed to follow the recommendations of the contractor; (3) schedule of follow-up visits; and (4) anticipated follow-up visits.

(d) EAP Administrative Staff (Monitoring and Follow-up Activities for Agency Referrals)

(1) The EAP staff member responsible for the employee's case will contact the supervisor or manager to share only information related to whether or not the employee was seen by the assessing agency, if a plan for further assistance was established, and if the employee had agreed to follow the recommended plan. Follow-up services with the employee will be provided to see if he or she is satisfied with the treatment source and plan recommended.

(2) Follow-up activities will be conducted with the supervisor and the employee within six months following EAP participation to determine the employee's work status and progress.

(e) EAP Administrative Staff (Monitoring and Follow-up Activities for Self-Referrals)
Refer to paragraph 8a(6) of this instruction.

(f) Record-Keeping System and Confidentiality

(1) All individual employee case files, maintained by the EAP administrative office, will be marked CONFIDENTIAL and will be located in a place that assures maximum security. The system will maintain the degree of record security required under the provisions of the Privacy Act of 1974, 5 U.S.C. 522a, and the federal regulations on Confidentiality of Alcohol and Drug Abuse Patient Records (42 CM Chapter I, Subchapter A, Part 2), and the D.C. Personnel Regulations, Chapter 31, Records Management and Privacy of Records. The EAP staff will adhere to the highest level of professional standards regarding client confidentiality.

(2) Supervisors and managers will be required to keep, all information (e.g., letter requesting assistance, EM referral form, EAP appointment letter(s), and follow-up letters) regarding an employee's participation in the program separate from the employee's official personnel folder. This information will be kept in a secure

manner by the supervisor or manager and no other staff person is to be allowed access to this information. The supervisor, the manager, or both will be held accountable for the confidentiality of the information contained and all oral and written information associated with the referral.

(g) Procedures for Release of Information

Only the employee can authorize the release of information concerning his or her participation, diagnosis, prognosis, and treatment through the EAP. When an employee signs a confidentiality release form, the employee is allowing full or partial disclosure of the information as the circumstances are indicated on the form. In order to release the information, a release form must be signed by the employee and sent to the EAP, the EAP contractor, or the treatment person or agency, and must include all of the following:

- (1) Name of the employee.
- (2) Name or title of person or organization to which disclosure is to be made.
- (3) A statement on the release form of exactly what information is to be provided to the person(s) listed on the form.
- (4) Purpose or need for the disclosure.
- (5) Extent or nature of information to be disclosed.
- (6) Duration of disclosure permission:
 - a statement that the consent is subject to revocation at any time but is not retroactive; and
 - a specification of the date, event, or condition upon which the consent will expire without the express revocation. The duration of the consent will be limited to that required to accomplish the purpose for which it was given.
- (7) Date on which the consent form was signed.
- (8) Signature of the employee.

11. SUPERVISOR / MANAGER / UNION REPRESENTATIVE TRAINING

- (a) Supervisors and managers are responsible for identifying and documenting deteriorating job performance or conduct on the job, as well as assisting employee in seeking help to resolve problems. Their knowledge about problems such as alcoholism, drug abuse, and other personal problems is not the key factor, but their knowledge of the accepted and proven methods of dealing with these problems is crucial. Union representatives are responsible for protecting the interest of employees and for encouraging the emotional and physical well being of employee. In recognition of this, the EAP in a joint effort with the contractor have developed specialized training courses to enhance the knowledge and skills of managers, supervisors, and union representatives in handling employees with problems. This training will include but not be limited to the following:

- (1) Orientation of the EAP and its services.
 - (2) How to recognize that a problem exists and that the employee's work performance or conduct on the job is deteriorating.
 - (3) General principles of crisis management.
 - (4) How to identify high risk employees.
 - (5) How to document the problem.
 - (6) How to conduct an effective consultation with an employee who has a problem.
 - (7) How to take appropriate actions in regard to poor job performance and conduct on the job (i.e., referral to EAP or disciplinary actions).
 - (8) How to help the employee to become readjusted to the work environment following treatment.
- (b) The initial EAP supervisory or union training will be a one-day, eight-hour course covering the above. Refresher courses will be conducted on new techniques in the field of EAP's, as well as any changes in the District government's EAP, as needed. Additionally, there will be a two-hour EAP training module for managers of the supervisors trained in order to assist managers in understanding the EAP concept, policy, guidelines, and procedures, as well as to help managers understand what their supervisors have been taught and to alleviate any managerial resistance in allowing supervisors to make referrals to the EAP.

12. EMPLOYEE NOTIFICATION AND. ORIENTATION

- (a) District government employees will be notified of the revised EAP through print and electronic media.
- (b) EAP orientation will be included as part of the overall orientation program for all newly hired District government employees.

13. ROLES AND RESPONSIBILITIES

(a) Supervisors:

- (1) Be alert to changes in work performance and unusual behavior of all personnel under their supervision. Such changes may be in the form of:
 - absenteeism and tardiness
 - on-the-job absenteeism (leaving work station)
 - extended lunch periods
 - early departures
 - substantial decrease in quality and quantity of work
 - alternate periods of high and low productivity
 - frequent mistakes
 - impaired judgment and memory
 - frequently missed deadlines

- inability to concentrate
 - unusually sensitive and critical of advice or constructive criticism
 - frequent mood swings
 - frequent accidents on the job
 - carelessness
 - abrasiveness with supervisor and/or co-workers
 - sleeping or nodding on the job
 - nervousness
 - physical assaults (or threatening)
 - exaggerated self-importance
 - making incoherent or irrelevant statements
 - frequent outbursts of crying
 - excessive number of personal telephone calls
- (2) Maintain written records of performance or behavior where it does not meet expected standards or where individual patterns of performance or behavior appear to be deteriorating. Document the date, time, place, and the nature of the incident.
- (3) Conduct a consultation session with the employee when unsatisfactory work performance or behavior warrants it. Review documentation of absences, memoranda regarding work performance, or attitudinal and behavior problems. The supervisor or manager should use as many alternatives or solutions as are available to solve the performance or behavioral problem(s). However, if performance or behavior is not modified through these methods, then the supervisor or manager should at that time refer the employee to the EAP. The employee will be reminded that it is the policy of the District government to offer assistance to any employee who may have a problem. The program will be explained and the employee encouraged to take advantage of its services. If the employee desires assistance, refer as appropriate. Additionally, if the supervisor is of the opinion that the employee is in need of immediate assistance, then the employee should be referred to the program at once. In cases of an emergency or urgent nature, an appointment will be scheduled immediately, usually within 24 hours of the initial request.
- (4) Continue documentation of work performance or conduct.
- (5) Notify the employee that he or she will be referred to the EAP if unsatisfactory work performance or behavior continues after the employee has been given the opportunity for voluntary referral to the EAP, or to seek assistance from a private source. In any case, there is a possibility that disciplinary actions will be taken should substandard work performance and poor conduct continue. It should be

noted that no employee can be disciplined for not attending an EAP appointment

since the program is not mandatory. The employee can be disciplined only in accordance with Chapter 16 of the D.C. Personnel Regulations.

(b) Agency EAP Coordinators:

An EAP coordinator will be appointed in each agency by the agency head and will serve as a liaison to the EAP administrative office. The agency head will provide the Director of Personnel with the name, title, work address, and telephone number of the person appointed to serve in this capacity. The role and responsibilities of the EAP Coordinator are:

- (1) Assist in providing information on the EAP to employee and management staff.
- (2) Recommend the EAP to supervisors and managers seeking advice on assisting employees encountering personal hardships or problems that adversely affect their job performance or behavior.
- (3) Coordinate EAP supervisory training workshops within their agency.
- (4) Assist in the promotional activities of the program through EAP brochure distribution, ensuring that EAP posters are visibly displayed within their agency, as well as having EAP news releases incorporated into agency newsletters.

(c) EAP Administrative Staff:

- (1) Explain and interpret the policy, guidelines, and procedures to all employees.
- (2) Serve as liaison between the District government and the contract EAP provider(s).
- (3) Consult with supervisors, managers, and on representatives regarding referrals, where appropriate.
- (4) Schedule appointments with the contractor.
- (5) Monitor the performance of the contractor by conducting periodic site visits to counseling sites to discuss methods of referral and treatment, and to assure a smooth flow in paperwork and reporting requirements.
- (6) Follow up on the status of individual cases.
- (7) Maintain confidential records for adequate documentation of program participation and observance of all regulations of confidentiality in the handling of participants in the program.

- (8) Coordinate, facilitate, and monitor EAP supervisory, managerial, and union training.
- (9) Serve as technical consultant on all EAP related issues to management, supervisors, employees and the unions.
- (10) Conduct new employee orientation and employee health education programs for District government employees.
- (11) Prepare statistical and analytical reports on EAP utilization.
- (12) Develop and implement an evaluation program that will be able to provide data to determine the effectiveness and efficiency of the program.

(d) EAP Contractor:

- (1) Assist referred employees in identifying chemical dependency, or other personal and health related problems.
- (2) Provide correctional counseling to referred employees who are diagnosed as not having any personal or health problems in need of treatment but whose behavior is affecting their overall work performance.
- (3) Identify community or area resources available to provide treatment of such problems resulting from personal and health related problems (e.g., alcoholism, drug abuse, stress, mental health, financial, family, and marital).
- (4) Present referred employees with thorough descriptions of public and private resources that exist within the employee's area to provide services needed.
- (5) Aid the referred employee in understanding differences between alternative service providers, as well as treatment philosophy and modality, cost, waiting list, eligibility of insurance or other third party reimbursement, managed care requirements and other pertinent facts to insure that the employee fully understands what he or she can expect from the treatment person or facility he or she may select.
- (6) Arrange appointments with other service providers to provide treatment to referred employees.
- (7) Provide for emergency and 24 hour, 7 day a-week assessments and referral services for District government employees.

- (8) Prepare referred employee for the experience of working with the service provider to insure the fullest possible utilization of such services.
- (10) Provide referred employee with guidance on using their health benefits plans to ensure that any pre-certification requirements are met.
- (11) Provide follow-up information to the EAP administrative office on employees referred for assistance.
- (12) Maintain confidential records including correspondence relating to the assessment and referral of District government employee.
- (13) Provide monthly reports and other reports to the EAP administrative office as required.
- (14) Coordinate data collection regarding treatment and intervention of referred employees with other service providers utilized.

14. RELATIONSHIP BETWEEN DCOPS EAP AND AGENCY EAP'S

- (a) All agency EAP's must address personnel issues relating to the troubled employee in accordance with applicable Personnel Regulations.
- (b) Other personnel authorities may enter into a written agreement with the Director of Personnel to provide EAP services for their employees. However, employees of these personnel authorities are subject to its procedure.
- (c) The Director of Personnel will establish the rate for participation in the EAP based on the number of eligible employee within each agency utilizing program services and the overall program operation and contractual costs for each fiscal year.
- (d) The Director of Personnel may authorize the establishment of other employee assistance programs in the District government and ensure their consistency with the provisions contained herein.