



ACTON POLICE DEPARTMENT

| DEPARTMENT MANUAL; P&P: Administration | | | |
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| POLICY & PROCEDURE # 4.29 | DATE OF ISSUE: 1/31/2024 | EFFECTIVE DATE: 2/12/2024 | |
| SUBJECT: Employee Assistance Program (EAP) | ISSUING AUTHORITY: Chief James Cogan | | |
| REFERENCE(S): Massachusetts Police Accreditation Commission #22.2.7 | <input type="checkbox"/> NEW | <input checked="" type="checkbox"/> AMENDS | <input type="checkbox"/> RESCINDS |

I. POLICY

The Acton Police Department has an Employee Assistance Program (EAP) through their insurance carrier Massachusetts Interlocal Insurance Association (MIIA). The EAP provides confidential, appropriate, and timely problem assessment services. The program services include, but are not limited to the following: **[22.2.7(C)]**

**A. Counseling Services and Referrals for Diagnosis, Treatment, or Follow-up
[22.2.7 (A)(D)]**

- Manage anxiety and depression
- Address parenting and family issues
- Resolve relationship conflict
- Adjust to demands at work
- Address the problem of drinking by an employee or family member
- Assess one's level of stress
- Become a better communicator

B. Financial Services [22.2.7 (A)]

- Tax advice
- Credit Card debt
- Financial Planning
- College Planning
- Retirement Consultation

C. Legal Services [22.2.7 (A)]

- Divorce
- Child custody
- Car accidents
- Real estate/landlord/tenant issues

D. Information [22.2.7 (A)]

- Locate a childcare provider
- Find an assisted living program
- Search for the right educational program
- Provide information on support groups
- Research a medical or mental health condition

E. EAP Contact Information

Internet: <https://allonehealth.com/miiaeap-2/>

Phone: 1+800-451-1843

II. PROCEDURE

A. Self-Referrals [22.2.7(B)]

Employees wishing to utilize the services of EAP are encouraged to seek confidential counseling to address their concerns. They may contact MIIA at the above-listed information to set up an appointment.

B. Supervisory Referrals [22.2.7(E)(G)]

1. Supervisors noticing a significant change in an employee's behavior, job performance, relationship with peers or the public, a critical incident, as well as the potential for domestic abuse, etc., may require the employee to attend EAP.
[22.2.7(E)(F)]
2. An employee may be referred to the EAP by their supervisor after the employee has informed the supervisor of their concerns and requests the assistance of EAP (i.e. experiencing stress resulting from personal concerns or experiencing grief after the loss of a loved one or coworker). The supervisor will hold that conversation with the employee in strict confidence.

3. The purpose of the supervisor's referral is to improve an employee's performance and/or provide the employee with the assistance needed to address their concerns. It shall not be utilized as a form of discipline, or replace disciplinary action when such action is appropriate.

C. Training [22.2.7(H)]

1. All employees of the Acton Police Department will receive this informational written directive on the Employee Assistance Program.
2. All designated personnel within the Acton Police Department will receive additional training using MIIA training materials specific to designated personnel.

EMPLOYEE ASSISTANCE PROGRAM INFORMATION:

History: Manual I, Section II & III.

Policy 4.29 Employee Assistance Program (EAP)