

Tempe Fire Department Policies and Procedures
Behavioral Component
Employee Assistance Program (EAP)
112.04A
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PURPOSE

To maintain a high level of job performance, our members must be able to cope effectively with the emotional, physical and mental stresses of work and personal life. If the ability to cope becomes compromised, these stresses may act to unbalance our mental and emotional health. Alcoholism, drug addiction, the death of a co-worker, financial distress, marital and family problems, and occupational stress may be affecting our member both on and off the job. These stresses can further affect the individuals overall wellness. On a department level, a strong behavioral health component in a wellness program will enhance daily operations and personnel satisfaction.

POLICY

The City of Tempe and the Tempe Fire Department will continually strive to invest in and promote a comprehensive behavioral health component for all members. Behavioral health component issues include:

- Employee Assistance Program to include:
 - Assessment and referral
 - Counseling
 - Substance Abuse
 - Financial Counseling

Employee Assistance Program (EAP)

Contact is the City's Employee Assistance Program (EAP). Contact will provide short-term counseling for you and your family members by psychologists, social workers and masters-level counselors.

There is no charge to see a Contact EAP provider. Under the City's plan, you can receive up to 6 visits per issue per year at no cost.

To access the EAP, call Contact at 1-800-222-8335 for a referral to one of their providers. Identify yourself as a City of Tempe employee. A counselor will ask you some questions about your needs and issues and will match you with an EAP provider who is experienced in helping people with similar problems. Your first 1-2 visits with the EAP provider will allow him or her to do a complete assessment of your issue and recommend a treatment plan. Depending on the treatment plan that you and the provider decide on, the provider will either obtain authorization from Contact to continue seeing you or will make a referral to a different provider. If it is likely that your treatment will be of a longer term, you will be referred out of the EAP and into the mental health benefits available through your medical plan.

In some instances, the Fire Chief can refer members for special assistance.

Union members may also use the Phoenix Firefighters Association EAP (Ron Tapscott)

Referral to a counselor: 1 800-222-8335

EAP also provides enhanced work/life services – these services provide the employee and family members with support for everything from dependent care to pet care. Work/life consultation and referral service puts you in touch with reliable resources. Telephone consultants can help you get the results you need for your care-giving, education, wellness, financial or daily living issues. All at no cost to you. **To access work/life services: 1 866-797-3614 or www1.tempe.gov/hrben/eap.**