



<b>POLICY AND PROCEDURE</b>	
SUBJECT/TITLE:	Employee Assistance Program (EAP) Access and Use
APPLICABILITY:	All Canton City Public Health Staff
CONTACT TITLE & DIVISION:	Workforce Development Coordinator, Administration
ORIGINAL DATE ADOPTED:	05/15/2025
LATEST EFFECTIVE DATE:	05/15/2025
REVIEW FREQUENCY:	Every 5 Years
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	800-062-P

### **A. PURPOSE**

The intent of this document is to outline how CCPH staff can access and subsequently utilize components of the City of Canton’s Employee Assistance Program (EAP).

### **B. POLICY**

Canton City Public Health, as part of the City of Canton, has organizational access to the City’s preferred vendor for their Employee Assistance Program for employees and their immediate family members. Information regarding the EAP can be found on the employee HR portal. EAP Services adhere to and follow strict guidelines to ensure privacy and confidentiality of those who access their services.

### **C. BACKGROUND**

N/A

### **D. GLOSSARY OF TERMS**

**Employee Assistance Program (EAP):** An Employee Assistance Program (EAP) is a voluntary, work-based program that offers free and confidential assessments, short-term counseling, referrals, and follow-up services to employees who have personal and/or work-related problems. EAPs address a broad and complex body of issues affecting mental and emotional well-being, such as alcohol and other substance abuse, stress, grief, family problems, and psychological disorders (U.S. Office of Personnel Management).

### **E. PROCEDURES & STANDARD OPERATING GUIDELINES**

To access the EAP, staff must:

1. Sign into the City of Canton HR Portal  
(<https://portal.cantonohio.gov/Websites.HR.Portal/Default.aspx?ReturnUrl=%2FWebsites.HR.Portal%2FMain.aspx>)
2. Once on the main page after signing in, scroll down to the section titled “AllOne Health Employee Assistance Programs (LifeServices EAP)”
  - a. This section has information about the EAP, what services it offers, and how to access the services
    - i. Services can be accessed via the phone number or website provided on the HR Portal; staff must use the employer code in the same paragraph to schedule sessions.
  - b. EAP flyers, links, and documents about virtual counseling services can be found under the “Links to Important EAP Information” section
3. After deciding to contact the EAP via phone or web, staff should follow all instructions provided by the EAP vendor to start or continue service(s)



4. When EAP services are used during work time, CCPH will follow the Attendance Reporting Policy (800-004-P) and/or Discipline Policy (800-006-P), as applicable.

**F. CITATIONS & REFERENCES**

CCPH Attendance Reporting Policy (800-004-P). (2022). <https://www.cantonhealth.org/pdf/800-004-P%20Attendance%20Reporting%20Policy.pdf>

CCPH Discipline Policy (800-006-P). (2015). [https://www.cantonhealth.org/pdf/800-006-P\\_Employee%20Discipline\\_%20FINAL\\_20151202.pdf](https://www.cantonhealth.org/pdf/800-006-P_Employee%20Discipline_%20FINAL_20151202.pdf)

U.S. Office of Personnel Management. (2025). *Employee Assistance Program (EAP)*. <https://www.opm.gov/frequently-asked-questions/work-life-faq/employee-assistance-program-eap/what-is-an-employee-assistance-program-eap/>

**G. CONTRIBUTORS**

The following staff contributed to the authorship of this document:

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**H. APPENDICIES & ATTACHMENTS**

N/A

**I. REFERENCE FORMS**

N/A

**J. REVISION & REVIEW HISTORY**

Revision Date	Review Date	Author	Notes

**K. APPROVAL**

This document has been approved in accordance with the “800-001-P Standards for Writing and Approving PPSOGFs” procedure as of the effective date listed above.