



10.02 EMPLOYEE ASSISTANCE PROGRAM (EAP)

Purpose

The City has contracted with Cascade Centers, Inc. to provide Employee Assistance.

Personal problems often become personnel issues not only because they can affect the employee's job performance, but also because of the potential impact on co-workers and colleagues. An EAP is a comprehensive service that is based on the early identification of employees with a variety of personal issues.

Supervisors may recommend that employees use the services of the EAP or make mandatory referrals when deemed appropriate, in consultation with their human resources professional and the City Attorney's office.

EAP records are maintained by the EAP provider and are considered confidential medical records.

How Do I Make An Appointment?

Employees or dependents may call City of Portland EAP at 1-800-433-2320 (TDD: Call Oregon Relay Service at 1-800-735-1232 and ask for Cascade Centers at 503-639-3009)

Trained specialists and professional counselors are available via this number to confidentially discuss your concerns 24 hours a day, seven days a week.

Confidentiality

The EAP program could not be effective without strict safeguards on employee and dependents' right to privacy. City of Portland EAP does not divulge client names or information without their specific written permission. No information regarding clients will be released to any person, organization or group without the express, written permission of the client, except as required by Oregon law in cases of suspected child, handicapped or elder abuse, danger to self or others, medical emergency, or in response to court order.

Eligibility

All benefits eligible employees may use the Employee Assistance Program.

Contact Information

Visit the City of Portland EAP website at <http://www.cascadecenters.com> for more general information and resources to assist you and your family with your mental health and substance abuse concerns or call City of Portland EAP directly at 1-800-433-2320 (TDD: Call 1-800-735-1232 and ask for Cascade Centers at 503-639-3009).

Administrative Rule History

Adopted by Council March 6, 2002, Ordinance No. 176302
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Revised November 4, 2011
