



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY ARMOR CENTER AND FORT KNOX
FORT KNOX, KENTUCKY 40121-5000
Expires 20 September 2006

REPLY TO
ATTENTION OF:

ATZK-GCA (600-85a)

20 September 2004

MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters
Commanders, Fort Knox Partners in Excellence
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: USAARMC Policy Memo No. 11-04 – Civilian Employee Assistance Program

1. Reference AR 600-85, Army Substance Abuse Program, 1 October 2001.
2. Reductions and restructuring have resulted in civilian employees having jobs that are more diverse and impact on the accomplishment of essential missions throughout the command. An environment needs to be created which ensures that civilian employees are given the same opportunities as their military counterparts for early identification and treatment of alcohol and other drugs and/or personal problems. This will assist in maintaining a strong, viable, integrated workforce as we face the many challenges of dealing with reduced resources and the possibility of contracting in some areas. We must remember that people are our greatest resource!
3. The Employee Assistance Program (EAP) exists to enhance early identification and provide counseling to civilian employees with suspected alcohol and other drug abuse problems, and to provide screening and referral services for those whose duty performance appears to be affected by personal problems. Early recognition and professional treatment of problems will assist in restoring employees to effectively functioning members of the work force. Supervisors of civilian employees are encouraged to become familiar with the EAP and use these services (Encl 1) when needed.
4. Civilian employees who are experiencing personal problems are strongly encouraged to use the free and confidential EAP. Almost any personal problem is appropriate for seeking professional assistance if it causes difficulties at home or at work (Encl 2).

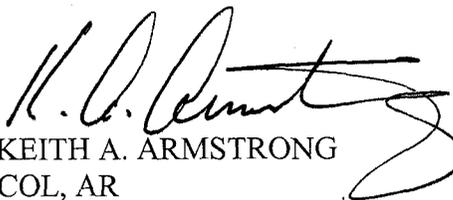
ATZK-GCA (600-85a)

SUBJECT: USAARMC Policy Memo No. 11-04 – Civilian Employee Assistance Program

5. Contact Bob Wood, Employee Assistance Counselor, 624-1532, located in Building 1224, Vine Grove Road.

FOR THE COMMANDER:

2 Encls


KEITH A. ARMSTRONG
COL, AR
Garrison Commander

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1 – Ea Military and Civilian Supervisor of Civil Service Employees

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DCG, USAARMC

CIVILIAN EMPLOYEE ASSISTANCE PROGRAM (CEAP)

The Civilian Employee Assistance Program (CEAP) is designed to help management and the entire civilian workforce. Installation or organizational changes and/or personal problems can affect productivity, customer service, and overall agency morale. When workers obtain help, everyone benefits and very often management sees very positive results to include:

- ***** Reduced Absenteeism**
- ***** Curbed Tardiness**
- ***** Increased Safety**
- ***** Maintained Quality and Customer Service**
- ***** Keep Valuable Employees**
- ***** Employees who better understand how change is affecting their personal life and job performance**

The EAP presents a variety of classes tailored to individual agency needs, and has material on Coping with Change; Developing A Low Stress Workstyle; Conflict Communications Skills; Prevention of Violence in the Workplace; etc. One on one counseling or special group sessions in the work area is available.

Change for employees is a fact of life. You can not stop it, but you and your employees do not have to drown in it. HELP FOR ALL EMPLOYEES OR SECTIONS IS ONLY A TELEPHONE CALL AWAY!

DO NOT DELAY . . . CALL TODAY: BOB WOOD, EAP COUNSELOR, 624-1532 (Location: Building 1224, Vine Grove Road (on the Traffic Circle)).

CIVILIAN EMPLOYEE ASSISTANCE PROGRAM

WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM (EAP)?

The purpose of the EAP is to assist employees whose job performance or behavior is adversely affected by personal problems. It is available to Fort Knox Federal employees and their immediate family members.

HOW DOES EAP WORK?

The EAP functions as a screening and evaluation service for all employees whose job performance appears to be affected by a personal problem. If the personal problem is related to alcohol or other drug abuse, the employee may use the counseling services of the Fort Knox Alcohol and Drug Program. If the personal problem is unrelated to alcohol or other drug abuse, EAP will help identify problems, provide limited in-house counseling, and recommend appropriate outside resources when indicated. Numerous local resources have been investigated and screened, EAP standards have been explained, and personal contacts have been established. Participants may initiate their own contact or be referred by fellow employees or their supervisor. The personal lives of all employees are their private business, and so, participation in EAP is both voluntary and totally confidential. No record of contact, counsel, referral, or treatment is entered in personnel files or divulged to anyone without written permission.

WHY IS FORT KNOX INTERESTED IN MY PROBLEMS?

The command realizes that people are our greatest resource. Often personal problems are manifested at work in job dissatisfaction, illness, absences, tardiness, low job performance—even accidents. In addition to a human concern for the welfare of each member of the staff, Fort Knox believes that personal problem solving is good business.

WILL SEEKING HELP JEOPARDIZE MY JOB OR FUTURE PROMOTION?

Absolutely not. While an employee's job could remain in jeopardy if problem causing difficulties at work are left unsolved or ignored, the use of EAP will in no way jeopardize job security or promotion opportunities.

WHAT IS THE COST OF THE PROGRAM?

EAP itself costs you nothing. We may recommend outside assistance, which, if not covered by your comprehensive group medical insurance, would be at your own expense.

Encl 2 to memo, ATZK-GCA, 20 September 2004, subj: USAARMC Policy Memo No. 11-04 - Civilian Employee Assistance Program

CAN I USE MY SICK LEAVE IF I NEED TIME TO SOLVE MY PROBLEM?

Certainly. If your problem is an illness of any kind, you are entitled to use your sick leave. Managers and supervisors will also help and/or cooperate to solve problems.

AM I OBLIGATED TO FOLLOW THE ADVICE OFFERED?

No. Our purpose is to offer you the best advice we can. You are the one who has to work out the final solution, accepting or rejecting any advice given.

HOW DO I KNOW EAP CAN HELP ME?

Unfortunately, there are no guarantees, but personal problems usually don't get any better by ignoring them, denying them, or enduring them. Often talking them over and understanding alternatives can be the first step toward the solution.

HOW DO I CONTACT EAP?

Just call 624-1532. Hours are 0800-1630, but special appointments can be arranged if necessary.

Army Substance Abuse Program
Employee Assistance Program
Bldg. No. 1224, Vine Grove Road (Traffic Circle)
Phone: 624-1532
Bob Wood, Civilian Program Coordinator (CPC)
Robert.Wood@knox.army.mil