



AUHR 10.02 EMPLOYEE ASSISTANCE PROGRAM

Purpose

The City has contracted with Cascade Centers, Inc., to provide Employee Assistance. Benefits-eligible Auditor's Office employees can access services provided under this program.

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 employee assistance program 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 program or make mandatory referrals when deemed appropriate, in consultation with their human resources professional and legal counsel.

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

How Do I Make An Appointment

Employees or dependents may call City of Portland program 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. The program 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, abuse of persons with disabilities or elders, 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 program 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 program directly at 1-800-433-2320 (TDD: Call 1-800-735-1232 and ask for Cascade Centers at 503-639-3009).

Human Resources Rule Information and History

Questions about this administrative rule may be directed to the [Management Services Division](#) of the Auditor's Office.

Adopted by the City Auditor December 11, 2017.

Adapted from City of Portland Human Resources Administrative Rule 10.02 Employee Assistance Program.

Adopted by Council March 6, 2002, Ordinance No. 176302.

Last revised November 4, 2011.