

**SUBJECT
MEMBER ASSISTANCE
PROGRAM (MAP)**

**POLICY NUMBER
7.04**



POLICY MAINTENANCE ADMINISTRATOR: Chief, Bureau of Personnel Services

PURPOSE/SCOPE: A workforce is most productive and effective when its members are healthy, both physically and mentally. The primary purpose of the MAP is to provide a low or no cost, confidential resource for all members to help them deal with any problem affecting them at work or at home.

I. AUTHORITY

Section 110.1091, Florida Statutes, Employee Assistance Programs

Section 112.0455, Florida Statutes, Drug-Free Workplace Act

Section 59A-24, Florida Administrative Code, Drug Free Workplace Standards

Section 60L-34, Florida Administrative Code, Attendance and Leave

Governor's Executive Order 11-03 and Code of Ethics, Effective January 4, 2011

II. RELATED POLICIES

MP 3.06, Disciplinary Process

MP 3.07, Drug-Free Workplace

MP 5.06, Fitness for Duty Exams

III. DEFINITIONS

A. MAP as a Condition of Employment- Occurs when circumstances dictate that the member may only remain employed if receiving treatment for alcohol or drug abuse, or for other mental or physical health conditions which affect health and safety.

B. MAP Card- A business card or flyer with the MAP's toll free number printed on it, together with information about MAP services.

Executive Director SIGNED ORIGINAL ON FILE	Effective Date 01/04/1988
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- C. MAP Coordinator- The Chief of the Bureau of Personnel Services or designee is the MAP coordinator. The coordinator provides consultation and guidance on using the MAP.
- D. Formal Supervisory Referral to MAP- Where a supervisor, with the assistance and form provided by the MAP coordinator, documents a workplace problem and completes a Supervisory Referral form which offers the member MAP services.
- E. Informal Supervisory Referral to MAP- Where a supervisor notes a possible workplace problem and gives the member a MAP card and a verbal referral.
- F. Self-Referral to MAP- Where a member recognizes they will benefit from MAP services and makes a personal decision to contact the MAP for assistance.

IV. POLICY

It is the policy of the Department to provide a confidential program for members' use in resolving personal difficulties that, left unattended, may create negative work atmospheres and relationships. Unresolved personal problems may also cause excessive absenteeism or tardiness, poor concentration, lack of initiative or motivation, lowered work quality and other undesirable changes in a member's work performance.

The MAP is a goal-oriented program and assists members by providing therapy, consultation, guidance and referral to appropriate resources, all at little or no cost.

V. USE OF THE MAP

Members are encouraged to utilize the confidential resources of the MAP on their own when necessary. MAP is answered live, toll free, 24 Hours a day at 1-800-272-7252. Supervisors are encouraged to verbally refer the program to members by giving them a MAP card when they observe them struggling with life difficulties, even if the member's work performance has not suffered greatly. A formal supervisory referral to the MAP can only occur with the assistance and form provided by the MAP coordinator and completion of the Supervisory Referral form. MAP as a condition of employment can only occur after consultation with the MAP coordinator, legal office, division management, and with approval of the Executive Director or designee.

The MAP coordinator is available to consult with supervisors about using the MAP as a tool for providing guidance or correcting member behavior.

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Leave, whether sick, annual or compensatory, must be taken to attend MAP appointments and must be requested in whatever manner is usual in the office. Supervisors are encouraged to allow members to make up time used for MAP appointments.

- A. Self Referrals- Members need not disclose a self referral to anyone and do not have to tell their supervisor the purpose of leave requested to attend MAP appointments.

- B. Informal Supervisory Referrals- Where a supervisor notices a possible or developing workplace problem and gives the member a MAP card and a verbal referral. This action may be taken at any time but the supervisor should consult the Office of Employee Relations before a member is given multiple referrals. The supervisor must note all informal referrals in the member's work file.

- C. Formal Supervisory Referral-
 - 1. When a member's conduct or work performance has reached a level or pattern that may warrant disciplinary or administrative action, or when the member's documented conduct on or off the job is such that a medical, physical or mental condition affecting the workplace is reasonably suspected, the supervisor should make a formal supervisory referral to the MAP.
 - 2. Formal supervisory referrals can be processed only after consultation with the Department's MAP coordinator in the Bureau of Personnel Services.
 - 3. The member does not have to agree to sign the referral. If the member accepts the formal supervisory referral by signing the Supervisory Referral form, and following the treatment MAP recommends, the supervisor will allow a reasonable period of time for the member to resolve existing workplace problems.
 - 4. The MAP coordinator will send the formal supervisory referral to the MAP provider. The provider will inform the MAP coordinator only whether the member contacted the MAP and if so, whether they complied with, or did not comply with, the treatment plan the MAP provider recommended.
 - 5. Failure of the member to sign the formal supervisory referral will be noted as an indicator that work performance or conduct deficiencies are not recognized by the member.
 - 6. A formal supervisory referral is not the same as a Fitness for Duty as described in DHSMV Policy 5.06. Fitness for Duty exams are only used as a condition of continued employment.

- D. MAP as a Condition of Employment-
 - 1. This occurs when a member's continued employment is dependent upon successful completion of a treatment plan designed by the MAP provider.

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This may occur as an outcome of a fitness for duty examination, when health and safety is impacted or in other unusual situations where the member and the agency agree in writing that required treatment is necessary. All condition of employment agreements will be completed after consultation with the MAP coordinator, division management, and with approval of the Executive Director or designee.

2. The MAP provider will inform the MAP coordinator only whether the member complied with, or did not comply with, the treatment plan the MAP provider recommended.
3. If the MAP provider informs the MAP coordinator that the member has not completed their treatment plan, administrative or disciplinary action will be forthcoming, the extent of which will depend on the circumstances involved. Action will only be taken after consultation with appropriate management.

E. Drug or Alcohol Abuse-

When drug or alcohol abuse is reasonably suspected, assistance will be offered to a member, as required by Florida Statutes 112.0455, Drug-Free Workplace Act and DHSMV Policy 3.07, Drug-Free Workplace. A formal supervisory referral or a condition of employment agreement to the MAP provider, depending on the circumstances, will often result. However, for sworn law enforcement officers and other members in safety sensitive positions, depending on the seriousness of the drug or alcohol abuse infraction, immediate disciplinary action may be warranted, up to and including dismissal.

1. Drug or alcohol abuse treatment will only be offered on a first offense for eligible members. Any discipline which may be appropriate will be held in abeyance while the member undergoes treatment. However, failure to complete the appropriate treatment for drug or alcohol abuse will lead to the discipline being imposed. On a second offense, appropriate administrative or disciplinary action will be taken.
2. When a member must submit to a medical evaluation to determine fitness for duty, DHSMV Policy 5.06 will be followed through consultation with the MAP coordinator and the Office of Employee Relations. The member will be required to undergo a medical evaluation with a medical professional named and paid for by the Department.
3. Where the medical evaluation recommends treatment, a condition of employment agreement will be completed after consultation with the MAP coordinator, legal office, division management, and with approval of the Executive Director or designee.