

U.S. Department of Energy

Oak Ridge Office

ORO O 340
Chapter III
Change 5

DATE: 04/23/2008

SUBJECT: EMPLOYEE HEALTH AND ASSISTANCE PROGRAM

1. PURPOSE. This Chapter correlates to DOE O 341.1A, FEDERAL EMPLOYEE HEALTH SERVICES, dated October 18, 2007, and DOE G 341.1-1A, GUIDE ON FEDERAL EMPLOYEE OCCUPATIONAL MEDICAL PROGRAMS, dated October 18, 2007, by providing administrative guidance to Oak Ridge Office (ORO) and those organizations for which the ORO Human Resources Division (HRD) is designated as the Servicing Personnel Office (SPO). This issuance assigns responsibility and accountability to ORO, and the Office of Scientific and Technical Information (OSTI). Nothing in this issuance changes any requirements contained in any Department of Energy (DOE) Directive.
2. CANCELLATION. This Chapter cancels and replaces ORO O 340, Chapter III, Change 4, EMPLOYEE HEALTH AND ASSISTANCE PROGRAM, dated July 14, 2006.
3. APPLICABILITY. The provisions of this Chapter apply to ORO and OSTI Principal Staff, and those organizations for which the ORO HRD is designated as the SPO.
4. RESPONSIBILITIES.
 - a. Office of Chief Counsel (OCC) reviews and concurs in the disposition of requests for the release of medical information, as appropriate.
 - b. ORO and OSTI Principal Staff.
 - (1) Arrange for occupational health services (see Attachment 1 of this Chapter) to the extent feasible for employees whose duty station is outside of the Oak Ridge, Tennessee, commuting area.
 - (2) Ensure that subordinate supervisors remain aware of the Employee Assistance Program (EAP) policies and of their responsibilities under that program.
 - c. Director, Human Resources Division, administers Occupational Health Services and EAPs including:
 - (1) Coordinating the disposition of requests for the release of medical information with the assistance of the OCC Freedom of Information and Privacy Act Officer.

- (2) Coordinating safety or occupational health matters with other organizations, as appropriate.
 - (3) Submitting periodic and special reports regarding the operation of each program.
 - (4) Inform employees about the protection and disclosure of their records and their rights to the information contained in their medical, EAP, and worker's compensation records.
 - (5) Arranging for operation of the Employee Health Stations at ORO and OSTI including:
 - (a) Scheduling in-service medical examinations.
 - (b) Arranging for advice or assistance from contractor physicians, as required.
 - (c) Assisting in procurement of locally provided health services, as needed.
 - (d) Providing emergency diagnosis and first treatment of injury or illness to employees, as appropriate, when these occur during duty hours.
 - (e) Serving as Coordinator of the EAP and performing related tasks, as requested, such as consulting with management officials and providing guidance to assist in addressing performance deficiencies which may stem from a physiological or psychological origin; and providing referral services for further medical evaluation and diagnostic assistance, as appropriate.
 - (f) Advising employees of community treatment facilities, assisting with arrangements, and encouraging employee participation in rehabilitation programs, as appropriate.
 - (g) With the consent of affected employees, maintaining contact with the treatment program(s) to which employees are referred.
 - (h) With consent of the employee and consistent with confidentiality laws, provide information to the manager or supervisor regarding the prognosis and progress of the employee.
 - (i) Maintain appropriate health station records on employees counseled in accordance with referenced implementing regulations.
 - (j) Participate in the design and conduct of appropriate training involving employee health issues and the employee assistance program.
 - (k) Provides services to current employees as described in Attachment 1 of this Chapter.
- d. Supervisors.

- (1) Provide for emergency diagnosis and first treatment of injury or illness (see Attachment 1 of this Chapter) when this becomes necessary during working hours.
- (2) Refer employees to the EAP Coordinator when circumstances suggest that the employee appears to have a problem with alcoholism, drug abuse, or other medical, behavioral, or emotional problems.
- (3) Be alert to changes in the work and/or job behavior of assigned employees.
- (4) Document an employee's work performance, behavior, or attendance which fails to meet minimum standards or appears to be deteriorating and consult a Human Resources Specialist for assistance.
- (5) Discuss performance deficiencies with employees and inform them of the availability of EAP services. Based on an established pattern of continued deteriorating performance, provide the employee a firm choice between accepting EAP intervention and recommended treatment or accepting the employment-related consequences resulting from unsatisfactory performance.

NOTE: Managers and supervisors should not attempt to diagnose the cause of performance deficiencies when deficiencies are not the apparent result of a need for additional training or willful disregard of authority. Diagnoses of deficiencies resulting from a suspected physiological or psychological condition require professional competence in the field and are the responsibility of qualified medical staff.

5. REQUIREMENTS AND PROCEDURES. None.
6. REFERENCES. None.
7. DEFINITIONS. None.
8. CONTRACTOR REQUIREMENTS DOCUMENT. None.
9. ATTACHMENTS.

Attachment 1 - Occupational Health Services and Employee Assistance Program (EAP).

OCCUPATIONAL HEALTH SERVICES AND EMPLOYEE ASSISTANCE PROGRAM (EAP)

1. **SCOPE.** For employees whose duty station is in Oak Ridge, Tennessee, the program includes:
 - a. Emergency diagnosis and first aid treatment of injury or illness when this becomes necessary during working hours and it is within the competence of available professional resources of the Oak Ridge Office (ORO) or Office of Scientific and Technical Information (OSTI) Employee Health Station. Employees should call the Emergency Operations Center (EOC) at 576-1005 immediately in the event of a medical emergency. (The EOC will call 911 to request first responder services and will make local notifications to assure first responder vehicles have ready access to needed facilities.) This call should be followed by an immediate call to the Employee Health Station for on-site triage.
 - b. Voluntary in-service medical examinations as provided in Paragraph 2 below.
 - c. Administration of first aid treatments and limited over the counter medications.
 - d. Providing health education to encourage employees to maintain their personal health.
 - e. Coordinating the Medic Blood Drive.
 - f. Providing immunizations and specific disease screening examinations, as requested.
 - g. Assisting employees with completion of Workers Compensation Program forms and related medical information.
 - h. Providing referrals to private health care providers, as requested.
 - i. Performing initial assessments and referrals of employees who appear to need assistance in dealing with substance abuse or other medical, behavioral, or emotional problems which are affecting their on-the-job performance; and providing follow-up to facilitate a successful re-entry of the employee into the workplace following treatment.
2. **PERIODIC IN-SERVICE MEDICAL EXAMINATIONS.**
 - a. A complete examination consisting of two scheduled visits, the first for multiphasic tests and the second for a personal examination by a physician will be scheduled by the Employee Health Station for all ORO and OSTI employees duty stationed in Oak Ridge, Tennessee. (Examinations under the Occupational Health Services Program are distinct from fitness-for-duty examinations, which are mandatory when ordered by management in appropriate circumstances.)
 - b. Each employee is notified whether the examination indicates that his/her physical condition is satisfactory or unsatisfactory and meets job requirements.

- (1) If the employee's condition is unsatisfactory, the notification will include the specific findings which indicate a need for protecting or improving the employee's health. If the physical examination reveals a condition requiring work restrictions, the supervisor will be notified by letter with a copy to the Chief, Federal Human Resources Branch.
 - (2) Treatment for any deficiency revealed by these examinations is the responsibility of the employee and his/her personal physician, unless the condition falls within the coverage of the Worker's Compensation Act.
- c. Physical examinations will be scheduled in accordance with the following criteria:
- (1) Personnel eligible for complete examinations will be scheduled for such examinations:
 - (a) Initially after completing 1-3 months of service.
 - (b) Every 36 months thereafter if less than 45 years old.
 - (2) Employees with respirator certification will have complete examinations on an annual basis.
 - (3) Other employees age 45 or over are eligible for complete examinations:
 - (a) Initially after completing 1-3 months of service, and
 - (b) Every 12 months thereafter.
 - (4) Employees in the Human Reliability Program (HRP) are required to have mandatory physicals every 12 months, including an examination by a licensed psychologist.
- d. Participation in this in-service medical examination program is voluntary, with the exception of those employees in the HRP and those requiring respirator certification. If an employee does not wish to participate, he or she should advise the Employee Health Station as soon as possible so that scheduled examination appointments can be made available to other employees.