



**DEPARTMENT OF PERSONNEL**  
**209 East Musser Street, Room 101**  
**Carson City, Nevada 89701-4204**  
**(775) 684-0150**  
**<http://dop.nv.gov>**

**MEMO PERD #20-10**  
**March 31, 2010**

TO: Department Directors  
Division Administrators  
Agency Personnel Liaisons  
Agency Personnel Representatives

FROM: Teresa Thienhaus, Director  
Department of Personnel

A handwritten signature in cursive script that reads "Teresa Thienhaus".

DATE: March 31, 2010

SUBJECT: EMPLOYEE ASSISTANCE PROGRAM CHANGES

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Please be advised that the Department of Personnel Employee Assistance Program will be providing limited services beginning on April 2, 2010 in southern Nevada and on April 12, 2010 in northern Nevada. Additionally, contact information will also change. Please check your employee bulletin boards to remove the current posters as they will no longer be applicable.

Until further notice, the Employee Assistance Program will be staffed by contracted licensed professionals that will only handle required (mandatory) referrals which must occur when there are any of the following offenses:

- When an employee is convicted of a DUI while driving a state vehicle;
- When an employee is convicted of a DUI while driving a privately owned vehicle on state business;
- Any offense resulting from an incident while on state business in which the employee was originally charged with driving under the influence or charged with any other offense for which driving under the influence is an element of the offense while on state business;
- When an employee is convicted of the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance on the premises of the workplace or on state business (if not terminated from service); (NAC 284.653) or
- The Employee is under the influence of alcohol or a controlled substance while at work and tests positive for the first time in a screening test. (NRS 284.4062)

If you have an employee that must have a required (mandatory) referral to an Employee Assistance Program provider, you should contact Carrie Hughes at [cphughes@dop.nv.gov](mailto:cphughes@dop.nv.gov) or at (775) 684-0111, so that she may assist you. These services will still be provided without charge to the referring agency and employee. Additionally, an employee is still entitled to use Administrative Leave for the initial appointment and one follow-up appointment.

Employees and managers are encouraged to use other services available to handle health, performance, or work life issues. You are welcome to refer your employees to our Employee Assistance Resource page which includes links to a number of self-help resources including:

- Stress Management (click [here](#)) including online training
- Marital/relationship problems (click [here](#))
- Financial hardship (click [here](#))
- Grief and loss (click [here](#))
- Conflict in the workplace (click [here](#))
- Alcohol and drug abuse (click [here](#))
- Compulsive Gambling (click [here](#))
- Depression (click [here](#))
- Mental health issues (click [here](#))
- Domestic violence (click [here](#))
- Family Care Giving (click [here](#))
- Other community resources

Employees that are eligible for benefits through the Public Employees Benefits Programs can access both preventative and other health maintenance services. In addition if an employee or family member require mental health or substance abuse counseling services, please refer them to <http://www.pebp.state.nv.us/help/providsear.htm> so that they may search for a network provider in their community.

One of the more frequent reasons precipitating a contact with the Employee Assistance Program has been workplace problems and conflicts. These types of issues can readily be handled by the Department of Personnel's Mediation Program. All mediators have completed a required course of instruction and practice. Mediations are confidential and are provided free of charge to the parties. The important difference between this resolution method and others is that it results in a win/win for the parties, unlike what typically occurs in the grievance or appeal process.

In addition to the required supervisory classes, the Department of Personnel also provides training on a number of issues to assist managers and supervisors regarding performance management, team building, decision making, coaching and motivation. Classes are also available to all employees regarding communication and attitude. These classes help employees understand how they approach their work and communicate with others.

Employee and management consultation services are also available from the Department of Personnel. Staff are prepared to provide information regarding performance management best practices, provide sample forms and procedures, and research difficult issues. Employees in this area have many years of human resource experience and are able to render advice in a telephone consultation or on-site if necessary.

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Attached to this memo is a list that we hope will be helpful to you when trying to locate the appropriate resource. If you have additional questions about this memorandum, please contact Shelley Blotter at [sblotter@dop.nv.gov](mailto:sblotter@dop.nv.gov) or at (775) 684-0105.

cc: Employee Associations

## RESOURCES AT-A-GLANCE

Resource Type	Staff Contact	Phone/Email/Website
Alcohol and Drug Testing Procedures	Carrie Hughes Personnel Analyst	(775) 684-0111 <a href="mailto:cphughes@dop.nv.gov">cphughes@dop.nv.gov</a>
Americans with Disabilities Act		
Employee Assistance Program (Required Official Referrals)		
Family and Medical Leave Act		
Leave and Attendance		
Performance Management	Amy Davey Personnel Analyst	(775) 684-0125 <a href="mailto:adavey@dop.nv.gov">adavey@dop.nv.gov</a>
Work Performance Standards		
Employee Evaluations		
Grievances		
Disciplinary Process		
Mediation/Conflict Resolution	Tammy Smith EEO Officer	(775) 684-0104 <a href="mailto:tammys@dop.nv.gov">tammys@dop.nv.gov</a>
Employee Assistance Resources (self-help information)	Dept. of Personnel	<a href="http://dop.nv.gov/eap.html">http://dop.nv.gov/eap.html</a>
Public Employees Benefits Program	PEBP	(775) 684-7000 or (800) 326-5496 <a href="http://pebp.state.nv.us/employee.htm">http://pebp.state.nv.us/employee.htm</a> <a href="http://www.pebp.state.nv.us/help/providsear.htm">http://www.pebp.state.nv.us/help/providsear.htm</a>
State Employee Training	Naomi Beigel Administrative Assistant	(702) 486-0988 <a href="mailto:nbeigel@dop.nv.gov">nbeigel@dop.nv.gov</a>
Risk Management <ul style="list-style-type: none"> <li>• Workers' Compensation</li> <li>• Workplace Violence</li> <li>• Fitness-for-Duty</li> <li>• Heart and Lung Program</li> <li>• Safety</li> </ul>	Risk Management Information	(775) 687-3187 <a href="http://risk.state.nv.us/">http://risk.state.nv.us/</a>
Nevada 2-1-1 <ul style="list-style-type: none"> <li>• Basic human needs resource</li> <li>• Physical and mental health resources</li> <li>• Financial stability</li> <li>• Programs for children, youth and families</li> <li>• Support for older Americans and persons with disabilities</li> <li>• Volunteer opportunities and donations</li> <li>• Support for community crisis or disaster recovery</li> </ul>	Nevada 2-1-1	2-1-1 (telephone number) <a href="http://nevada211.org/">http://nevada211.org/</a>

