



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
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CAMP LEJEUNE NC 28542-0005

5500
G-1/CHRO-E
OCT 28 2019

COMMANDING GENERAL'S POLICY LETTER 17-19

From: Commanding General
To: Distribution List

Subj: DEPARTMENT OF THE NAVY CIVILIAN EMPLOYEE ASSISTANCE PROGRAM
(DONCEAP) FOR APPROPRIATED FUND CIVILIAN EMPLOYEES

Ref: (a) Civilian Human Resources Manual (CHRM) SC 792.1
(b) CHRM SC 792.3
(c) SECNAVINST 12752.1A Ch 1

1. Purpose. The DON values its employees and has partnered with the Department of Health and Human Services Federal Occupational Health (FOH) to provide a centralized Employee Assistance and Work-Life program for employees and their families, in accordance with reference (a). DONCEAP provides a wide range of services to employees and their families and provides a confidential counseling/referral service to civilian employees and/or their family members that is provided at no charge. Some fees may apply for additional services beyond the initial consultation. DONCEAP deals with personal problems that can adversely affect relationships, home life, and job performance to include: problems related to stress, marriage or family issues, eldercare, grief and loss, behavioral, emotional, drug and alcohol use, financial, or other concerns.

2. Cancellation. CG's Polity Letter 07-18.

3. Information

a. DON recognizes that juggling work and family can be challenging, and it's normal to become overwhelmed or stressed as a result. To support civilian employees and their families with everyday hurdles they may face, the DONCEAP provides a comprehensive suite of civilian employee assistance and work/life benefits.

b. DONCEAP services are available to all DON civilian employees and their family members (any legal dependent, regardless of home address, or significant other living in the employee's household) and provided at no charge to civilian employees and their families. Some fees may apply for additional services beyond the consultation. DONCEAP services are voluntary and confidential within the limits of the law. Your consultation is protected and is only shared with those who will be providing services to you. Services available include:

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(1) Confidential short-term counseling (in-person or telephonic);

(2) Family or relationship support;

(3) Emotional and mental health;

(4) Assistance for problems at work;

(5) Legal or financial matters;

(6) Crisis management;

(7) Supervisor and management consultations, and

(8) Leadership development.

c. DONCEAP services also include those associated with work/life issues that include:

(1) Expert work/life consultation and personalized referrals;

(2) Pregnancy and adoption;

(3) Parenting and child care;

(4) Senior care and aging;

(5) Education and career development;

(6) Relocation, fitness, home/auto services, travel, and pet care, and

(7) Free work/life kits.

d. Information is also available 24/7 online at <https://magellanascend.com/>. When reaching the webpage, you will be asked to enter your command and which service you are pursuing. This information identifies the command only and not the employee. Call 1-844-DONCEAP (1-844-366-2327); 1-866-829-0270 for International calls or 1-800-262-7848 for hearing impaired to make a confidential appointment with a licensed counselor or to speak with a work-life specialist. The qualified and licensed counselors are independent of the DON. When you contact the program, you will be asked to identify your agency.

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e. When situations arise where employees could benefit from the wide range of services provided by the DONCEAP, supervisors should provide the website and phone number to the employee(s). However, an employee found to use illegal drugs must be referred to the DONCEAP, in accordance with reference (b). A fact-finding investigation will also be initiated and disciplinary action may be taken against said employee, in accordance with reference (c). However, an employee who voluntarily seeks treatment for illegal drug use, prior to being notified of a drug test, and meets the "safe harbor" conditions as set forth in reference (c), will not be subject to disciplinary action or removal for admitted acts of illegal drug use. Safe harbor will not be granted to drug dealers or those involved in other drug-related misconduct.

4. Action. This Policy Letter is applicable to all appropriated fund personnel, and tenant organizations aboard Marine Corps Base, Camp Lejeune (MCB CAMLEJ) and Marine Corps Air Station (MCAS) New River.

5. Point of contact for MCB CAMLEJ and MCAS New River is Civilian Human Resource Office-East Employee Programs at (910) 451-5363.



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