

Referral Process for Supervisors

If a supervisor would like to refer an employee for counseling, the process typically involves the following steps:

1. The supervisor identifies and documents early warning signs – the changing behavior patterns that may affect job performance.
2. The supervisor initiates a discussion with the employee.
3. When the discussion identifies personal problems that may include marital or other family difficulties, financial concerns, substance abuse, or other areas of emotional stress, the supervisor advises the employee about the EAP.
4. The supervisor makes a referral to the EAP – communicating to the EAP counselor the specific reasons for referral (changing behavior patterns or job performance issues). This communication is a crucial part of the referral process.
5. The supervisor takes the responsibility for contacting and scheduling an appointment with the EAP counselor within one week.
6. The EAP counseling session takes place. When the employee meets with an EAP counselor, the counselor will assist the employee in developing an action plan to resolve the situation and inform him or her about available resources.
7. Upon receipt of the employee's signed consent, the EAP counselor will notify the supervisor 1) that the employee received, or is involved in an assessment and 2) that the employee is or is not following the recommended plan of action to resolve the problem. The nature of the problem and the specifics of the action plan will not be discussed with the supervisor.