



## CONFIDENTIALITY PROTECTS EMPLOYEES

**Can I phone the EAP to find out if an employee I suggested to attend the program showed up? More specifically, if the employee was in fact never seen, can the EAP say so?**

Participation in the program is confidential information. Verbal reminders that the EAP may be an option are considered 'informal referrals.' Such suggestions are important. Connections Inc. EAP data indicates over 50% of EAP users heard such suggestions from workplace

leadership or HR staff. The attention to confidentiality protects employee client rights and provides assurance of confidentiality among the workforce.

If, however, specific behaviors are observed that: (1) threaten the welfare of self or others, (2) are clearly counterproductive sabotaging quantity or quality of work, or (3) directly sabotage team spirit and cooperation, a formal EAP referral may be in order. Such formal referrals must be clearly linked to your written corrective action policies. Documentation of performance

problems and consequent corrective actions may include the formal referral which requests an employee to sign a release verifying EAP participation. This is usually posed as an opportunity for the employee to make an effort in the interest of improving work performance, thereby preventing further corrective action. Such formal EAP referrals will require the participation of workplace HR or management staff and consultation with Connections Inc. EAP staff. Connections will be happy to provide customer workplace staff with written procedures and documentation guidelines.

**Leadership Orientation Training - Session B**  
Watch for Up-Coming Classes

### CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing (info@connectionseap.com) for more information or register online:

[www.connectionseap.com](http://www.connectionseap.com)

### ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars are available in the Work/Life Services site. Log in on Connections website go to Employee or Leadership Resources tab to access webinars, continue to scroll down on the Work/Life Services opening page. (All webinars are archived for later viewing.)

Information provided in this newsletter is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor. Copyright 1998, FHG.