



WHAT SHOULD I EXPECT FROM A FORMAL REFERRAL

If I formally refer my employee to the employee assistance program because of performance problems, and I have them sign a release of confidential information, what should I expect?

When a formal referral is made and the release of information to the workplace is signed by the employee, you will be notified as soon as the employee has made contact with the EAP. You can expect to be informed of scheduled EAP appointment dates and the employee's attendance (or 'no-shows') on these dates.

The information released may also indicate that the solution plan includes an ongoing recommendation for treatment. Often, an employee who has completed the EAP assessment – solution planning service, will sign an additional release so an ongoing service provider can provide the workplace with a 'yes' or 'no' answer to the question "Has this employee successfully participated in the recommended ongoing treatment and/or services for the past 30 or 90 days?" It is appropriate for leadership staff to ask.

1. Whether an issue or matter is being addressed, but not about

the nature of the problem or its diagnosis.

2. Whether the employee is cooperating and following through with the EAP recommendations.

3. Whether the employee will require any accommodations from you regarding scheduling, time off, or other changes in the work situation necessary to treat or address the employee's problem.

These three types of information have historically been recognized for decades as the essentials for communicating with supervisors who have made formal referrals.

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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:

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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.)

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