



CONFIDENTIALITY AND THE EAP

Our EAP is strictly confidential and has an excellent reputation among the employees in our organization. What role do supervisors play regarding confidentiality after making a referral?

“Trust starts with trustworthy leadership. It must be built into the corporate culture.”

– BARBARA BROOKS KIMMEL

In the interest of maintaining professional levels of trust and accountability, it is important that workplace leaders do not share information obtained from employees with others who do not have a right to know it. However, it is not unusual for a supervisor to consult with the next-level supervisor, human resource staff, and possibly other managers about a specific employee’s work performance and the decision to make the EAP referral. Once that referral is made, the supervisor has an absolute obligation not to disclose information to others

who do not have the right to know it. An employee, formally referred by a manager/supervisor to Connections EAP, will likely be asked to sign a release of confidential information. Specific information, released by the EAP, is limited to a record of contacts with the EAP. When further treatment programs arise from the EAP assessment, scheduling issues for such subsequent services may require additional specific releases of confidential information.

Written by: Andy Visser

Leadership Orientation Training - Session B

Tuesday, May 20, 2025
9:00 am - 11:30 am (CT)

Virtual

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

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.