



RESPECTING PRIVACY PROMOTES CONFIDENCE

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

Great question! The fact you are asking is one reason why the EAP has the reputation you describe. Appropriately respecting privacy promotes confidence and trust in the work team.

It is important that workplace leaders do not share information obtained from employees with others who do not have a right to know it. Facts about an employee's personal, medical or private life and the employee's use of the EAP after a supervisor referral must be confidential. It is advisable for a supervisor to consult with the next-level supervisor, human resource staff, or other trusted managers about the performance of an employee and the decision to make the EAP referral. Once that referral is made, the supervisor has an absolute obligation not to disclose any 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 so the EAP can communicate limited information which includes...

- Verification of completed contacts in the process of an EAP assessment/solution plan.
- Whether a referral for ongoing extended services is made.
- Relevant information should EAP recommendations include extended care and require adjustments to work schedules, locations or at times, particular work-place assignments.

Written by: Andy Vissser

Leadership Orientation Training - Session B

Tues. Dec. 09, 2025
1:00pm – 3:30pm Virtual
Pre-register by: Nov. 20

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.