

## **Employee Assistance Program (EAP) Interface For Employer Related Referrals**

The following information outlines the types of referrals that can be made to the EAP. *For additional information, consultation, or to initiate a referral, please call 1-833-430-6028 to speak with a Senior EAP Consultant from the Acentra Health EAP Management Services Team (MST)*

### **1. Self-Referral – Voluntary**

- The Employee initiates a self-referral. The Employee calls the EAP to seek assistance for personal and/or workplace issues such as relationship problems, depression, work-family balance, substance use and abuse, grief and loss, emotional and physical abuse, anxiety, fear, and financial and legal issues.
- Human Resources/Employee Relations/Management will **not** receive any feedback from the EAP in this type of referral.

### **2. Voluntary, With or Without Management Suggestions – Job Performance**

- When substandard work performance has been documented, the employee is put on notice that their job performance has declined. The supervisor or Human Resources Department can educate the employee on the services available through the EAP and suggest that the employee utilize this valuable resource to discuss any personal problems, which may be adversely affecting their work performance. The employee may contact the EAP on their own without a manager's suggestion.
- The company will **not** receive any feedback from the EAP in this type of referral. However, if their job performance doesn't improve, follow the appropriate corrective action procedures as outlined by your HR.

### **3. Formal Referral/Mandatory Referral – Performance Related /Policy Violation**

- The Human Resources Department and supervisor consults with Acentra Health EAP workplace specialist about the continued decline in the employee's job performance.
- The EAP workplace specialist works with the supervisor to develop an action plan. If the plan includes a formal referral, the EAP workplace specialist will provide the supervisor with a Release of Information Form (ROI). In some cases, Acentra Health, in consultation with the Human Resources Department, may suggest a Fitness for Duty Examination evaluation instead of a formal referral and will assist in locating



appropriately certified and experienced examiners to coordinate the evaluation. The cost of these services is the responsibility of the work organization.

- If a formal referral is recommended, the HR/Manager informs the Employee that his/her job performance has not improved or there has been a policy violation and instructs him/her to contact the EAP within 48 hours of referral. The HR/Manager also has the Employee sign the Release of Information Consent Form so that the EAP can report compliance to the HR/Manager (include any medical staff on ROI, if appropriate). HR/Manager faxes the completed ROI form to the Workplace Specialist.
  - The employee calls the EAP Consultant who refers the employee for face-to-face counseling with an EAP Counselor.
  - The EAP Workplace Specialist, with the signed consent from the Employee, reports back to HR to confirm whether the Employee has called the EAP for an appointment and if the employee is complying with the recommended treatment plan, as per the ROI.
  - If the employee fails to comply with the Formal Referral process, the supervisor and Human Resources Department may take further appropriate action, as needed.

#### **4. Critical Incident Stress Debriefing (CISD)**

Supervisor/Manager/Human Resource Manager may need to consult about a critical incident that may be impacting the overall health and wellbeing of the workplace, e.g., tornado. If deemed appropriate, the EAP workplace specialist will work with the caller to coordinate a debriefing.

#### **5. FMLA Paperwork**

- With respect to employee time off, employees should be directed to contact the Human Resources Department to explore such options, as it is not the role of EAP to sign an employee's Family Medical Leave Act paperwork.

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*Note: If the EAP does not receive a Release of Information Consent Form (ROI) signed by the Employee, the EAP will inform anyone calling that we cannot provide any information on the case.*

