



# Supervisor Guide to EAP Referrals

## A. Informal Referral

The supervisor is concerned about an employee who is going through a difficult time and wants to remind the employee that the EAP offers free, confidential assistance. No information is released to the supervisor about employee attendance or participation in EAP services. No forms are necessary!

## B. Formal Referral

- An EAP referral is not disciplinary. Use of the EAP is voluntary.
- All supervisor referrals are based on documented performance problems that may include absenteeism, tardiness, conduct, quality of work, attitude or other behavior considered by management as unacceptable.
- There is **NO** such thing as mandatory referral. EAP remains voluntary, even when a supervisor makes a referral. Pressuring employees to attend the EAP can threaten the employee and link discipline to the EAP referral. This reduces an employee's willingness to engage in the program and trust in the EAP support. If an employee refuses to accept an EAP referral, it will have no bearing on the supervisor's ability to act administratively.

## C. Formal Referral Procedure

- Call the EAP (240-740-6500) and ask for a supervisory consultation on how to handle the situation and to discuss whether a formal referral is appropriate. These calls are free, unlimited, and confidential.
- If appropriate, an appointment for the employee can be held. This should be arranged before the supervisor meets with the employee and makes the referral to EAP. If the employee agrees to a referral, the supervisor can offer the appointment, and then have the employee call the EAP to confirm and complete paperwork.
- Following the employee's call to EAP the supervisor should complete the *Supervisor Referral Form* on page 3 and email it to [EAP@mcpsmd.org](mailto:EAP@mcpsmd.org). Without this form, EAP will rely upon what the employee reports. When completing the referral form, point out the specific job performance issues and the corrective action needed. DO NOT try to diagnose the problem.
- Employees who attend EAP on a formal Supervisor Referral will be asked by EAP to sign a "*Consent for the Release of Information*". Signing the release is not mandatory. Failure to sign the release has no bearing on the supervisor's administrative response to performance problems. A release allows EAP to acknowledge the employee's participation in the program to the supervisor.
- If the employee refuses to accept an EAP referral, the supervisor should concentrate on performance concerns and work closely with the next supervisory level on further action.
- Reference to EAP attendance shall not be placed in the personnel file or documented in the employee performance appraisal.



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## Outline for Meeting with the Employee

Share concern and a desire to help the employee resolve the job performance problems. Meet privately with the employee and share some version of:

- ✓ We value you here, yet we have noticed these changes in your work performance;
- ✓ We want you to do whatever it takes to take care of whatever is causing these work performance issues;
- ✓ I am formally referring you to the EAP because I think this is the best way you can have support with addressing these concerns;
- ✓ We trust them, it's free to you, and what you talk about is confidential;
- ✓ If you choose to sign a release, they will only tell me whether you're attending EAP sessions, if you're cooperating with them, and if you follow up with what they recommend;
- ✓ EAP attendance will not be placed in the personnel file or documented in your performance appraisal;
- ✓ I hope we can support you in following through and addressing these concerns;
- ✓ Provide EAP [Brochure](#).

# Supervisor Referral Form

Please attach this form when you email the referral to the [EAP](#).

**This page does not need to be shared with the employee – it is for EAP statistical purposes only.**

How long has this employee worked in this position?

How long has this employee worked for this employer/company?

**In the last year:**

Number of Sick Days (or unscheduled days off) used:

Number of Days on Workers' Comp:

Number of Days arrived late to work:

**Employee Performance overall:**  Excellent  Good  Average  Poor

**Employee Performance this past month:**  Excellent  Good  Average  Poor

**Safety-Sensitive position:**  Yes  No

**DOT-regulated position:**  Yes  No

**Job Duties:**

**Primary Issue related to referral:**

Work Task Performance Issue

Attendance Issue

Behavior/Relationship Issue

Health/Safety Issue

Please attach this form when you email the referral to the [EAP](#).

**This page does not need to be shared with the employee**

## Sample Email for follow up to EAP Referral

**To:**

**Date:**

**Position:**

**Work Location:**

**Subject:** Referral to EAP

You are being referred to the Employee Assistance Program based upon the performance problems listed below. The EAP offers short-term counseling and support. The EAP is a no cost, confidential service to assist you in the event personal concerns are contributing adversely to your job performance. In accordance with EAP policy, your referral is based strictly upon the job performance issues.

Your referral to the EAP does not constitute as a disciplinary action and participation is strictly voluntary. you are strongly urged to participate in the program at the appointment time arranged below. If job performance problems continue, you could be subject to some administrative action. When you attend, please sign a form permitting the EA Specialist to acknowledge your attendance.

**Summary of reason for referral:**

Job Performance Problems: (attendance, availability, quality of work, attitude, conduct. behavior, safety