



CARE's WorkLife Solutions

Toll Free 866.888.1555

www.caresworklifesolutions.com

Sample Supervisor Referral Policy

The sole purpose of a referral to the Employee Assistance Program [EAP] is to enable [Company] employees to obtain assistance for personal problems that can affect job performance. [Company] recognizes:

- Referrals may be made by supervisors, management representatives or union representatives.
- Employees are referred on the basis of job performance problems, not suspected diagnosis. Job performance will be reviewed with the employee prior to referral.
- The supervisor or union representative may call the EAP to set up an appointment for the employee to be referred.
- The employee may choose to accept or reject the referral. No employee can be forced to use the EAP. No disciplinary action can result from refusal to accept a referral. All disciplinary action is based on job performance only.
- Working with the EAP does not exempt the employee from appropriate disciplinary action for continuing job performance problems.

Procedure

In some instances of employee job performance problems, the efforts of neither the employee, union representative, supervisor, nor management achieve the desired effect of addressing the problem and restoring the employee to full performance levels. In such circumstances, the services of the EAP should be used. To make a referral to the EAP, the following procedure should be used:

Supervisor/Union Representative: The job performance problem is discussed with the employee. The employee is informed of the confidential counseling service available through the EAP and encouraged to use the resource.

Supervisor: The supervisor has previously set up an appointment OR offers to set up an appointment OR supplies the employee with information needed to set up an appointment.

Employee: May make appointment directly.

Supervisor: Contacts the EAP to inform it of the referral and to review the problem. Referral form is completed.

Employee: Employee accepts or rejects the appointment.

Supervisor: No employee can be forced to use the EAP or penalized for refusing. However, the consequences of continued job performance problems should be clearly outlined. The referral to the EAP should be documented.