

BEST EAP REFERRAL TIPS FOR SUPERVISORS



Arranged Appointments

„Ask Quantum EAP if they can provide an appointment that you can offer to your employee at a corrective interview. Make a supervisor referral, and invite your employee to accept the appointment or arrange a more convenient time. This convenience helps employees follow-through, and may determine whether you salvage your employee.

Do Not “Badger” or “Hound”

„Do not pressure, insist, or threaten your employee to visit Quantum EAP. EAPs are voluntary programs that can be wrongly perceived as disciplinary if supervisors or managers attempt to coerce employees into using them. In the course of a routine supervisor referral, never state that you are “making the EAP mandatory.”*

Ask for Permission

„Ask the employee to sign a release giving Quantum EAP permission to contact you and confirm attendance and cooperation. If your employee refuses to sign a release, this will not prevent you from managing your employee’s performance.

**Referrals to Substance Abuse Professionals (SAPs) and cooperation with their recommendations are required for employees testing positive for prohibited substances under Department of Transportation drug testing rules. If Quantum EAP serves as the SAP, referral and successful follow-through with SAP recommendations may be required.*

Note: The content in this fact sheet is provided for general information only. It is not intended to be relied upon or substituted for professional advice. Always seek advice of a competent EAP Professional. Contact Quantum EAP at 1-877-747-1200 with any questions you may have regarding employment matters.

An Alternative to Discipline

„Adopt a positive attitude during your corrective interview. See the opportunity for a Quantum EAP referral as a good thing for your employee. Quantum EAP could make future disciplinary actions unnecessary by resolving personal problems that are affecting productivity.

Expect to Hear from Quantum EAP

„Anticipate that the EA professional will contact you to confirm your employee’s appointment with Quantum EAP. This is done with a *consent for the release of confidential information* signed by the employee with Quantum EAP. Call Quantum EAP to follow-up.

Focus on Performance

„Focus on performance after supervisor referrals. Do not base future administrative actions on treatment or counseling successes or failures.* Remember, not all employees will improve performance after a supervisor referral, even if personal problems are resolved.

Use Your Documentation

„Provide your documentation of job performance problems to Quantum EAP prior to referral. This prevents the need for the EA professional to repeat what you said about job problems to your employee. To do so impedes effective interviewing of your employee because it invites arguments about details.

Supervisors can benefit by following useful tips when making supervisor referrals to Quantum EAP. Employees frequently decide to contact or not contact the EAP, and whether to follow its recommendations based on what supervisors say or do. When in doubt, consult with Quantum EAP at 1-877-747-1200 before making a referral. The EA professional can remind you about important tips.

Refer for Performance Issues

„Do not consider whether personal problems exist as the criteria for deciding to make a supervisor referral. Only consider whether performance problems (attendance, quality of work, behavior, etc.) are continuing despite attempts as a supervisor to correct them.

Don’t Rule Out Need for Quantum EAP

„Do not “rule out” the need for a Quantum EAP referral based upon what your employee tells you about his or her personal problems. Examples include seeing “a counselor” already, sudden cures for personal problems, concerns about using Quantum EAP, etc.

Make Referrals Formal

„Tell your employee that you are making a “supervisor referral.” Do not suggest that the employee visit Quantum EAP, and then later consider such discussions as supervisor referrals. Do not assume that your employee is so problematic that a supervisor referral is a waste of time, or that if you made a supervisor referral, the employee would not accept it. Make the referral anyway, and document it.

Contact Quantum EAP for a Supervisory Referral at 1-877-747-1200.