

FOLLOW-UP TIPS for Supervisors

“Follow-up begins before your referral of the employee to Quantum EAP.”

1 Follow up begins before your referral of the employee to Quantum EAP. Inform Quantum EAP that a referral is pending or use a supervisor referral form if one is provided. Understand what information Quantum EAP will provide with a signed release.

2 After a referral to Quantum EAP, let the employee know what performance changes you expect. Understand how you will measure or quantify these changes later.

3 If your employee does not follow through with Quantum EAP’s recommendations, will you know it? Ask Quantum how they will communicate with you.



4 Give employees positive feedback when they are performing well or their job performance has improved following a referral to Quantum EAP. This reinforces success and improves your relationship with the employee.

5 Respond quickly and early after a referral to Quantum EAP if you see the return of performance problems or problematic patterns of behavior. Ask your employee why performance issues have returned. Avoid discussion of personal problems. Refer back to Quantum EAP.

6 Call Quantum EAP to report the return of performance problems. Ask that the release remain valid and get agreement on when Quantum will follow up and give you appropriate feedback about participation in its recommendations.

7 With the employee’s permission, Quantum EAP can call managers and supervisors to provide limited information on attendance and cooperation with the EAP’s recommendations. However, if this call doesn’t come, call Quantum EAP. (This assumes the employee has signed a release.)

8 Do not demonstrate a pattern of making promises of disciplinary action only to decide later not to act on such promises. This causes employees to get worse and reinforces their denial.

9 Schedule regular meetings with your employee after referral to Quantum EAP to talk about performance. This type of follow-up by the supervisor is associated with improved motivation to follow-through with Quantum EAP’s recommendations, especially for the treatment of psychiatric disorders and addictive disease. Don’t make a referral and then forget about it.

10 Relapse is a tremor. It doesn’t mean the “big one” is back. Most successful recovering persons with long-term sobriety have experienced relapses on the road to recovery. Assume that employees who relapse are struggling with their recovery program, not abandoning their goal of sobriety entirely. Don’t become angry and emotional over relapse. Base your response on existing performance issues, essential duties, drug and alcohol testing rules, agreements with your employee about no future problems, and other performance issues.



Call Quantum EAP at
1-877-747-1200 for issues with
Addiction in the workplace.