

EAP Services for Supervisors



CONSULTATION

Supervisors are welcome to call the EAP at any time to discuss helping employees to improve work performance, improve attitude and to resolve conflicts. Supervisors who have used this service report finding it very helpful.

Examples:

- A troubled employee that you are concerned about in regards to violence, gambling, substance abuse, family issues.
- An employee that is generally a reliable and productive worker and has had a recent change in behavior and/or performance.
- A group of employees that is expressing low morale, discouragement or lack of engagement.
- Two employees that are not getting along and are affecting the work of others.

MEDIATION

Supervisors may refer employees who are having conflicts for informal mediation. Both participants must be willing to attend and not mandated. The results of mediation are confidential and only confirmation of attendance will be given.

REFERRAL TO THE EAP

Supervisors are encouraged to refer employees to the EAP for work performance problems. Informal referrals are for situations where the supervisor does not need to communicate with the EAP consultant. Formal referrals are for situations where the supervisor needs confirmation of employee attendance, progress and completion.

Informal Referral

- o The supervisor tells the employee about the EAP, provides the phone number and encourages them to call.
- o The supervisor will not receive confirmation of attendance and the EAP consultant will not be able to give any information if the supervisor calls.

Formal Referral

- o The supervisor calls The Solutions Group (1-855-231-7737) and states "I am a supervisor and I want to make a formal referral."
- o The Supervisor gives information about the work-related problem to an EAP counselor.
- o The EAP counselor gives the supervisor an appointment time for the employee (which can be changed if needed). We can confirm attendance at this first appointment only if it is scheduled by the supervisor.
- o The Supervisor gives the appointment information to the employee.
- o After the employee's first appointment, the EAP counselor will call the supervisor to confirm employee attendance and to discuss the plan for future sessions. The employee will be asked to sign a form giving us permission to release this information. The employee has a legal right to refuse to give us this permission.
- o This is not a mandatory referral, unless allowed by your organization's policy (i.e., after a positive substance abuse test).

