How to Refer to the Employee Assistance Program

The purpose of the referral is to offer help to the employee for job performance improvement before disciplinary action become necessary. An employee can be referred to the Employee Assistance Program for any reason. The actual referral can be either informal or formal in nature.

The informal referral is appropriate when good communications still exist between the supervisor and the employee. Also, there is a good expectation that the employee will follow through and contact the EAP on his or her own. To initiate an informal referral you can suggest the EAP to the employee and call the EAP office at (701) 530-7195 or (800) 327-7195. When you call, request to talk with a counselor to discuss the reason for your referral and an appointment can be scheduled for the employee at that time. Please make sure the time that is established is convenient for the employee and they have agreed to the appointment time. A call to the EAP office isn't necessary for an employee to seek services for job performance issues but can be helpful to assist the counselor in what best ways to help the employee. A form is available on the website called a "Formal Supervisory Referral Form" that can be used in either an informal or formal referral.

The second type of referral is formal. The formal referral is appropriate when communication is poor and serious job performance problems exist. The referral must be documented in accordance with your organizational standards and policies. A formal referral can be conducted in the same way in informal referral is made with additions below.

The referral should include:
- A clear statement of the purpose of the memo – referral to EAP.
- Documentation of declining job performance or conduct.
- That use of EAP is voluntary, not compulsory, and is confidential.
- Mention of follow-up evaluation of the employee's performance within a specific time. See “Recommended Supervisory Plan of Action” in the Employer Resources section.

A formal referral form is available under the Employer Resources section called “Formal Supervisory Referral Form.” The form can be filled out and sent to EAP.

All sessions and contact with the EAP is completely confidential to whoever is seeking services. The referred employee must sign a Release of Information for any information to be disclosed to the supervisor. If the Release of Information is not signed by the employee no information can be communicated to the supervisor by the counselor. A “Release of Information” form is available in the Employer Resources section, on our website at st.alexius.org or can be filled out when the employee attends sessions.

If you would like more information about your role as a supervisor and the Employee Assistance Program please view the “Supervisory Training Guide” in the Employer Resources section.