

# EAP Reference Guide for Supervisors



*Quality Employee Assistance Programs*

## **The Employee Assistance Program (EAP) is:**

- A tool to help you in your management role.
- A counseling service for your employees that addresses their job performance and personal problems.
- Not a substitute for corrective action.
- Confidential and paid for by your organization.
- A valuable benefit for employees and their household members who are having personal problems.

## **Examples of a job performance problem:**

- Increased tardiness and absenteeism.
- Decline in the quality of work.
- Decline in the quantity of work.
- Inappropriate behavior.

## **Supervisors should not:**

- Accept inexcusable behavior or job performance.
- Delay consulting the EAP Counselor for advice to deal with the employee.
- Diagnose an employee's problem or try to counsel the employee.

Questions? Call 502-451-8262 or 800-441-1327 to speak with an EAP Counselor

**Supervisor Referral Form can be found at [waynecorp.com/forms](http://waynecorp.com/forms)**

## The self-referral

Employees may seek assistance from the EAP on their own for help with personal or family issues, work issues, and other concerns. You can encourage employees to seek help from the EAP by providing them with the program brochure and contact information.

## The casual or “informal” referral

Leaders can refer an employee to the EAP on a voluntary basis. An informal referral is a reminder to the employee that the EAP is available for help. Give the employee the contact information of the program and tell them that the EAP is free and confidential.

## The supervisor or “formal” referral

Leaders can formally refer employees to the EAP because of an ongoing job performance problem.

### *How to make a formal referral*

- Contact the EAP Counselor to discuss the situation.
- Complete the Supervisor Referral Form.
  - The employee will be seen and asked to sign a release of information form.
  - The EAP Counselor will contact you to confirm the employee’s attendance and follow-through.

