

A. PURPOSE

To provide guidelines for employee referral to the Employee Assistance Program (EAP) for job performance problems.

B. BACKGROUND

1. An EAP referral is not disciplinary. Use of the EAP is voluntary and motivation to use it comes from self-awareness of a problem that usually initiates in self-referral, or concern about administrative consequences for continuing performance problems resulting from a personal problem.
2. All EAP referrals are of two types – “self” or “supervisor”. All supervisor referrals are based upon documented performance problems that may include absenteeism, dependability, tardiness, conduct, quality of work, attitude or other behavior considered by management as unacceptable.
3. There is **NO** such thing as mandatory referral. Supervisors should allow members to be attracted to the EAP by themselves or through external factors that provide a sense of urgency. Members who are pressed to visit the EAP attend with little intent to discuss their problems. Supervisors should not use this approach. It threatens the member and links discipline to the EAP referral. This reduces utilization by the rest of the workforce. If a member refuses to accept an EAP referral, it will have no bearing on the supervisor’s ability to act administratively.

C. PROCEDURE

1. Supervisors should call ahead to discuss the member’s situation with an EAP professional and obtain an appointment for the member. This should be done prior to the supervisor’s meeting with the member and making the referral. When the employee agrees to a referral, the supervisor should offer the appointment, and have the employee call EAP to confirm it.
2. EAP learns about the referral type from the employee, or supervisor’s report of a pending referral. Following a telephone call to EAP the supervisor should complete the *Supervisor Referral to EAP* form and fax it to EAP. Without this form, EAP will rely upon what the member reports in an EAP interview.
3. Members may be detailed for EAP appointments during duty hours. The member’s on-duty attendance to EAP should be documented in the station journal as “Detailed to Admin”. The supervisor should expect confirmation from EAP of the member’s attendance if it occurs on duty.
4. Supervisors should expect a follow-up call from EAP. If no call is forthcoming after the referral, the supervisor should initiate the call to EAP. The call may not be made by the EA professional because no release was signed. It is EAP’s responsibility to call the supervisor; however, the supervisor should follow-up rather than remain concerned about the member.
5. Members who attend EAP on a Supervisory Referral will be asked by EAP to sign a “*Consent for the Release of Information*”. This release should be completed for the immediate supervisor, the Battalion Chief and the appropriate Division Chief. Supervisors should recognize however, that signing the release is not mandatory. Failure to sign the release has no bearing on the supervisor’s administrative response to performance problems. A release allows EAP to acknowledge the member’s participation in the program, whether recommendations were made (not the nature of the recommendations) and cooperation with the recommendations.
6. If the member refuses to accept an EAP referral, the supervisor’s ability to act administratively is not compromised. Supervisors should continue to monitor the member’s performance and recognize that a member could in the beginning refuse to go to EAP but later change his or her mind, or vice-versa, agree to go then later refuse. The supervisor should concentrate on performance and work closely with the next supervisory level on further action
7. Reference to EAP attendance shall not be placed in the personnel file or documented in the employee performance appraisal.

DO NOT COPY or STORE -SEND/FAX ORIGINAL TO EAP 875-2185

SUPERVISOR REFERRAL TO EAP

To:

Date:

Position:

Work Location:

Subject: Supervisor Referral to EAP

You are being referred to the Employee Assistance Program based upon the performance problems listed below. If job performance problems continue, you could be subject to some administrative action. (Discipline, needs improvement on performance appraisal, or other administrative action.)

In accordance with EAP policy, your referral is based strictly upon the job performance issues. The EAP is a free, confidential service to assist you in the event a personal problem is contributing adversely to your job performance. EAP services are also available to family members without charge.

Although your referral to the EAP does not constitute a disciplinary action and participation is strictly voluntary, you are strongly urged to participate in the program at the appointment time arranged below. When you attend, please sign a form permitting the EA professional to acknowledge your attendance.

A copy of this referral notice will be retained. It will be sent directly to the EAP only.

Summary of reason for referral:

Job Performance Problems: (attendance, availability, quality of work, attitude, conduct, behavior, safety