

Types of Referrals

Leaders and employees can access the EAP in the following three ways:

EAP Counseling - Self Referral

The employee has a personal problem with no job performance decline.

- Offer support and encourage the employee to use the EAP benefit.
- Employees and their family members who meet criteria for the benefit will receive free, confidential, short-term counseling.

Leader Referral

There is a job performance decline . you may or may not be aware of personal issues the employee is having.

- Meet with the employee and give them feedback on their work performance issues. Offer the EAP as a resource that may help them improve their performance. This is a voluntary decision for the employee.
- You may share information with the EAP consultant to assist them in helping the employee.
- The EAP consultant can share information with the leader IF the employee has signed the [Leader Referral form](#) or if the employee signs a Release of Information.
- Support the employee in their change efforts and reiterate that with or without EAP involvement, their employer is expecting job performance improvement.

Reasonable Suspicion (RS) Referral

There is a noticeable behavioral concern that has the potential to significantly impact the safety and/or performance of the employee or work group. Best practice would typically include the following:

- Consult with your Human Resource manager regarding your company's drug and alcohol related policies.
- Your Human Resource manager may call the EAP to discuss the Reasonable Suspicion (RS) process.
- If the decision is made to initiate the RS process, document observations using the sample [RS Interview and Behavioral Observation Checklist](#).
- Request another leader document observation if possible.
- Meet with the employee to discuss concerns and initiate your company's (RS) process.
- Decide if it is necessary to remove the employee from their duties pending an investigation. Continue to consult with HR as guided by company policy, and EAP will be available to assist as needed.

For more information

Call: 1-800-832-7733

Visit: intermountainhealthcare.org/eap