

REFERRAL

1213

(No. 49 Aug. 1998)

The employee has the right to accept or reject the offer of EAP services. Once repeated job performance has been identified, the supervisor will do the following:

- Meet with the employee to identify the issues of unacceptable job performance and to present the offer of the EAP.
- Assure the employee in the interview that the EAP is completely confidential and that information the employee shares with the EAP staff will not become a part of the employee's personnel records.
- Provide the employee with instructions as to how to contact the EAP provider.
- Document the interview and referral by memo to the employee with a copy to the employee's personnel file. The content of this memo must be restricted to the details of job performance and the simple statement that EAP services were offered. Documentation of the EAP offer will reinforce the supervisor's position and appropriate disciplinary action if further action is later required. No other information will be documented by the supervisor, such as the acceptance or rejection of the EAP offer or the nature of the personal problem.

Following the referral, the EAP provider may advise the referring supervisor if the following occurred:

- The employee kept the appointment;
- The referral was within the scope of the EAP;
- The employee accepted or rejected the offer of help;
- Any special accommodation is needed by the employee, such as time off, flexible schedules, etc. Supervisors must distinguish between discretionary accommodation that employees may need to resolve family or legal problems, and mandatory reasonable accommodation as required by law.

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