

UR Medicine EAP Supervisory Referral Protocol

1. Supervisor identifies employee job performance problem and reviews with designated Human Resources Representative.
2. HR completes the UR Medicine EAP Supervisory (Job Performance Referral Form.” **Please note: Referral Form will be shared with employee.**
3. Supervisor discusses the job performance referral to EAP with the employee, and provides contact information for UR Medicine EAP to obtain an appointment. Supervisor gives the employee a clear time frame within which employee is expected to call EAP (usually 24 hours). **Employee is provided with Authorization to Release Information form to sign**, allowing UR Medicine EAP to confirm when initial appointment is scheduled and attended.
4. HR sends to UR Medicine EAP via confidential fax 475-9516 the following forms: completed Supervisory Referral form, copies of written documentation of disciplinary action and signed Authorization to Release Information form.
5. UR Medicine EAP will notify HR when the employee has scheduled the initial appointment.
6. At first meeting with the EAP clinician, a signed **Release of Information Form** will be obtained from the employee, which will allow UR Medicine EAP to contact HR with follow-up information. A **Job Performance Referral Follow-up Form** will be completed at routine intervals to keep HR updated on the employee’s progress.
7. If an employee is referred outside the EAP for treatment, the employee must sign a **Release of Information Form** allowing UR Medicine EAP to maintain contact with HR and the treating clinician and act as an intermediary. UR Medicine EAP accepts the responsibility to monitor the employee’s progress and routinely report back to the HR Representative using the follow-up form. This process allows EAP the opportunity to continually monitor the compliance of the employee and treatment progress.
8. UR Medicine EAP will provide education and support to address issues contributing to performance issue. Supervisors will continue to monitor and address performance. The Job Performance Referral Process will terminate when UR Medicine EAP counselor, in consultation with HR liaison, determines that client has successfully completed treatment plan.

UR Medicine EAP Supervisory (Job Performance) Referral Form

This form is to be completed by the supervisor initiating the mandated referral to UR Medicine EAP. Once complete, this form is to be given to the HR Representative with copies of written documentation related to any disciplinary action taken. The HR Representative will contact EAP to initiate the referral, forwarding the paperwork to UR Medicine EAP at FAX #475-9516. The information gathered in this form is intended to serve as a guideline for supervisors in articulating the nature of the problem and what is expected from the employee and UR Medicine EAP in order to gain effective resolution. An EAP appointment will be scheduled upon completion and submission of this form to UR Medicine EAP and contact by employee.

****Please note that the information provided here will be shared with the employee.**

Date: _____

Organization: _____

Employee Name: _____

Referring Supervisor: _____ **Phone:** _____

Human Resources Rep.: _____ **Phone:** _____

Secure Fax Number: _____

Alternatively, Email: _____

(Email correspondence will be sent via secure email)

Describe the job performance problem that prompted mandated referral to UR Medicine EAP:
(what happened, problem behaviors, duration of problem)

Describe past job performance:

Describe disciplinary action that has taken place regarding referral problem (verbal/written warning, suspension, etc.) Please attach copies of documentation re: disciplinary action taken.

Name the people involved in this disciplinary process:

Describe what is expected of the employee's involvement with UR Medicine EAP:

Describe what will happen if the employee chooses not to meet with EAP, or declines to follow through with UR Medicine EAP recommendations?

Document *when, in what form* and *by whom* the consequences for problem behaviors and/or mandated referral follow through have been clearly explained to the employee:

Thank you for completing this documentation. It is essential in order for the supervisory referral process to be clear for all involved and will aid toward effective resolution. If there are any questions with this process, you may contact UR Medicine EAP at (585) 276-9110.

