

Types of EAP Referrals

There are three types of referrals that can be made to the ComPsych EAP: a self-referral, an informal management referral and a formal management referral. Read on to learn more about these different types of referrals.

Understanding the Self-Referral

With a self-referral, the employee initiates contact with the EAP for assistance with a personal problem. The employee will discuss his or her situation with a ComPsych representative in order to receive an appropriate referral to a local counselor for a face-to-face assessment and treatment recommendation.

This contact is confidential, and will only involve a third-party at the employee's written and specific request.

Understanding the Informal Management Referral

An informal referral can assist and motivate the employee to seek professional assistance to minimize the risk of job impairment due to personal problems.

This type of referral occurs as a result of the employee sharing personal information with a supervisor or manager. In order to maintain the employee's sense of privacy and to avoid becoming involved in the employee's personal life, the manager can steer the employee in the direction of the EAP.

The key to successful early intervention of problems in the workplace is for the supervisor or manager to listen and to support the employee's need for professional assistance. It is important that the manager does not counsel or provide advice to an employee regarding the employee's personal life.

Understanding the Formal Management Referral

First and foremost, performance problems need to be addressed by the supervisor or manager in coordination with the human resources department. The company's policies and procedures related to corrective counseling should be used as a guideline. A formal referral should be exercised only after careful thought and preparation.



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