County of Santa Clara
Employee Assistance Program
1885 The Alameda, Suite 211
San Jose, California 95126
(408) 241-7772
www.scceap.org

Manager/Supervisor: Referring Your Employee to EAP

The Employee Assistance Program is a confidential, free resource for you and your employees to help them get back on track when troubled by one of a variety of problems. These normal problems of living can interfere with attendance, productivity, and interpersonal relationships.

This guide covers the following sections:

1. Details of the benefit
2. Indications for referral
3. Steps to take in making the referral
4. Steps to avoid
5. Contact Information

Details of the Benefit

1. Five confidential and free counseling sessions per calendar year
2. Sessions for employee or immediate family member
3. Couple, family, or individual sessions
4. Dependents up to age 26 are eligible
5. Retirees are eligible for one year; employees on recall list are eligible for two years
6. Separate from employee's health insurance
7. Exceptions to confidentiality: child abuse, abuse of elder or dependent adult, threat of harm to self or other
8. Use of the benefit is voluntary; employee cannot be ordered to attend
9. EAP will not contact the supervisor without written release from the employee
10. Employee attends on their own time: before or after work, lunchtime, sick leave, vacation or personal leave, or adjusted schedule with permission of supervisor

Indications for Referral

1. Attendance problems
2. Change in demeanor or performance
3. Change in physical appearance
4. Employee smells of alcohol
5. Irritable
6. Short-term memory loss
7. Lack of concentration
8. Feeling overwhelmed
9. Requests for family or medical leave.

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Steps to Take in Making the Referral

1. Talk to employee privately
2. Don't guess; don't make assumptions; don't diagnose
3. Express concern, but remain their supervisor, not their therapist
4. Stick to work performance/behavior issues
5. Say what you've noticed – WITHOUT INTERPRETATION
6. Give information
7. Stress privacy and confidentiality
8. Share your experience of EAP
9. Call EAP and consult if you have questions
10. EAP will confirm attendance with a signed release

Steps to Avoid

1. Interrogating the employee about their personal life
2. Mandating the employee to go to EAP
3. Diagnosing or labeling the employee or their behavior

Contact EAP

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