

Referring an Employee to Your EAP?

Here are your options

New Directions Employee Assistance Program offers your employees and their household members a voluntary, confidential service providing counseling, resources and consultation 24/7. As a manager, supervisor or HR representative there may be a time you observe or become aware of an employee situation that may benefit from initiating contact with your EAP.

There are several ways this can happen:

- **Voluntary referral:** An employee has reached out for guidance due to a personal problem with no job performance decline. As an employer you can provide them with the phone number and encourage them to call at their discretion, or offer to call with the employee and then warm transfer them to one of our licensed clinicians for in the moment support.
- **Informal management referral:** You are aware of an employee situation or concern that is not currently causing a work performance issue or violation but has the potential to do so. As a first step, introduce the employee to the EAP benefit and encourage them to access services and support. The EAP can confirm an employee's initial call when a signed release of information (ROI) has been completed by the employee and received by the EAP.
- **Formal management referral:** When a work performance concern or violation has occurred, this type of referral addresses the contributing behaviors that have been identified and discussed with the employee. A ROI is signed by the employee, which allows your EAP to provide you with limited information and compliance updates.

The Management Consultation and Support (MCS) Team has a 24-hour dedicated line where a licensed clinician will consult with you to understand the situation, present the options available to support you and assist on deciding the best course of action. Call the EAP phone number and select option two.

** Informal and formal referrals are designed to be a tool that an employer can use to address an issue. Participation is voluntary and should not be used as disciplinary action.*

Connect with us today to learn more.

eap.ndbh.com
800-624-5544 Opt. 2

