



Guidelines for Formal and Supervisory Referrals

The Lucet EAP is a free, voluntary, confidential service providing counseling, resources and consultation for employees of your organization and their family members. There are times when services will be coordinated directly or indirectly through managers and supervisors. The suggestions that follow are meant to supplement the internal resources available to managers and supervisors within your organization. Below, you'll find a brief set of guidelines that will help you when considering help for an employee through Lucet EAP.

If an employee approaches a manager/supervisor and discloses work or personal problem (or, the manager/supervisor notices the employee is "off," but without work performance problems).

Listen to concerns and make the employee aware of the range of Lucet EAP benefits for emotional well-being and other work/life services.

Remind them of the free and confidential nature of the service.

Encourage employee to call. *

Some employees may prefer for you to place a call to the Lucet EAP for them.

If so, call Lucet EAP, give the counselor a brief overview of the situation, put the employee on the phone, and give them privacy to continue contact with the EAP. *

If the manager/supervisor notices problems in attendance, behavior, or performance.

Approach the person as soon as possible.

Make him/her aware of the observed concerns.

Do not label or diagnose the problem.

Ask employee to describe reasons for the observed concerns.

Clearly state the expectations for their attendance, behavior, performance, etc.

Follow steps outlined in first set of guidelines.

Document both observations and recommendations.

Monitor the situation and follow-up as necessary. *

Guidelines for Formal and Supervisory Referrals

If the manager/supervisor continues to notice problems after the above steps have been taken.

Approach the employee and share observations. Be firmer.

Restate the expectations and recommendations as provided by the organization's progressive discipline procedure. Underscore possible consequences.

Recommend contact with Lucet EAP and provide the release of information from Lucet for the employee to sign in order to verify contact with Lucet EAP. *

Follow the steps above as needed.

Document, monitor, and follow-up.

If the manager/supervisor deems the circumstances serious/urgent enough to bypass any of the above-mentioned steps.

Notify any appropriate internal parties -these may include HR, security, Health Services and/or others.

Place a call to the Lucet MCS counselor. Obtain consultation.

Discuss a plan of action based on input from all appropriate parties.

If the manager/supervisor hears from a co-worker that an employee is having problems.

Consider the situation and decide whether to approach the employee immediately, gather additional information, or follow the steps above.

When appropriate, consult with internal resources and/or Lucet EAP before approaching the employee.

Follow any of the previously mentioned guidelines for making referrals.

Remember that each situation has unique characteristics that will guide how you approach an employee. Because each situation is different, we are unable to give specific suggestions without consulting further on the specifics of the situation. Lucet EAP has a number of resources to help managers/supervisors manage more effectively.

* If confirmation of contact or feedback is required, a signed release of information is needed. Contact with Lucet EAP remains voluntary and employees may refuse to engage with Lucet EAP or sign the release of information.

◆ Your well-being is our priority.

Lucet EAP provides confidential support, counseling services and resources to help you overcome life challenges and live a happy, balanced life.

Call 800-624-5544 | Visit eap.lucethealth.com



Scan to learn more at
eap.lucethealth.com