IV. EAP Referrals

Making an EAP Referral

To make an EAP referral, call the EAP. RBH has Workplace Consultants available to help clarify the strategies best suited to help supervisors and employees resolve conduct, safety, and job performance problem behaviors. Supervisors must speak with a Workplace Consultant before RBH can initiate a Management Referral. At the time of the referral, the Workplace Consultant will provide a Management Referral Packet to the supervisor and assist with the completion of all necessary forms and procedures. The packet can also be found at MyRBH.com in the supervisor area of the site.

Types of Referrals

1. Recommending the EAP – A recommended referral is “compassion-based” and is intended to help people resolve life problems. No information is reported to the supervisor/HR to protect privacy: no forms are required. The goal is to provide support and encouragement. If you want to recommend the EAP, but not require participation, please call RBH to talk to a Workplace Consultant to discuss how the EAP can be most helpful. Supervisors have unlimited access to telephonic consultations to assist with all workplace issues and challenges.

2. Conduct/Safety – Employee participation is required in an EAP assessment. Employment is contingent upon improving job performance, conduct, and/or safety. Adherence is reported with a signed Authorization to Disclose Adherence Information to the employer.

3. Substance Abuse – Employee participation is required in an EAP assessment. Employment is contingent upon improving job performance, conduct, safety, and adhering to treatment recommendations. Adherence is reported with a signed Authorization to Disclose Adherence Information to the employer. Employees regulated by the Federal Department of Transportation (DOT) are subject to the evaluation process set forth by DOT regulations. RBH’s DOT-certified Substance Abuse Professionals will clarify DOT regulations to supervisors as necessary. RBH is also adept at working with NRC federal regulations, which are similar to DOT regulations.

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A few hours after Ned goes home with an injured arm, Max makes a call to the EAP for a consultation with a Workplace Consultant.

I feel like I need to talk with someone objective if I'm going to be able to help Ned.

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Max and the EAP Workplace Consultant agree that during his conversation with Ned, Max will discuss only what he has witnessed.

EAP Advice
- Document everything
- Talk to Ned ASAP
- For now, leave out incidents witnessed by Ned's co-workers

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Max, I'm glad you called. Keep documenting your observations and schedule a meeting with Ned as soon as he's back to work.

EAP Workplace Consultant

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In addition to Ned's accident, another employee informed me about Ned having some confusion that could have resulted in a dangerous error. Should I mention that to Ned?

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Stick to the facts, Max, and reference your notes. Also, remind Ned that if he's having personal problems to call the EAP.

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