



Aspen Employee Assistance Program Informational Sheet for Supervisors

The EAP offers assessment and short-term counseling without cost to the employee. There are three types of referrals to the EAP: Formal Supervisory Referral, Informal Supervisory Referral and Self/Family/Coworker Referral.

Referrals

Formal Supervisory Referral

A supervisor has identified a problem that is affecting the employee's job performance. In order to address this problem appropriately, the supervisor *requires* that the employee go to the EAP for an assessment.

Informal Supervisory Referral

The employee identifies a problem that he/she is having that is affecting work and/or personal life. The employee goes to the supervisor with the concern and the supervisor *suggests* that the employee arranges for an assessment with the EAP. The employer is not given specific information about the employee or the assessment, unless the employee requests and signs a consent-to-release-information form. The EAP communicates demographic information (not including name or other identifiers) to the employer at the end of each quarter.

Self/Family/Coworker Referral

An employee, his/her family members or coworkers determines that a problem may exist and contacts the EAP directly. This referral is handled much like an Informal Supervisory Referral. The employer does not receive confidential information about the client.

EAP Assessment

The EAP assessment involves an interview in which the employee/client is encouraged to discuss various aspects of his/her life. This is



If you have any questions,
feel free to contact
Aspen EAP at
815.399.9700

Information continued
on reverse side.

done to help the EAP counselor obtain a global view of the client and to determine the nature of the problem and appropriate course of treatment, if needed. The goal is to resolve the problem effectively and practically. At the conclusion of the EAP assessment, a recommendation is made for dealing with the situation. If the problem seems amenable to relatively short-term counseling, the EAP will offer the client additional sessions, which is usually up to five counseling sessions. Otherwise, the counselor makes a referral to appropriate services within the community.

Follow-up Process

For a Formal Supervisory Referral, the EAP counselor follows up periodically to monitor compliance with the recommendations. The counselor communicates this information to the supervisor in accordance with the signed consent-to-release-information form. For other types of referrals, the EAP counselor follows up initially to make sure the client is getting his/her problem addressed or to determine if further needs exist. Confidentiality is respected at all times. The EAP is a good first step in identifying and resolving a variety of problems experienced by employees and/or their families.

Patterns of Job Performance Deterioration

These are generalizations and may not apply to every work situation, but they can help a supervisor determine if action is needed.

- Excessive sick days
- Unexcused absences from work
- Frequent late arrival to work
- Leaving work early
- Taking extended lunch breaks
- Peculiar excuses for absences or tardiness
- Frequent trips to the bathroom
- Frequent disheveled appearance
- Excessive moodiness or irritability
- A large number of personal telephone calls to/from work
- Excessive fatigue
- Quick temper or increased defensiveness
- Physical illness on the job
- Unrealistic fears or paranoia regarding other workers
- Increased accident rate
- Increased waste of materials due to poor planning
- Difficulty making decisions
- Increased isolation from co-workers
- Increased alcohol/drug abuse
- Appears disoriented or out of control
- Not behaving in a way that is typical
- Borrowing large amounts of money
- Makes threats against others (even if made in a joking manner)
- Makes statements or jokes about killing oneself

These general behaviors/patterns should alert supervisors that a referral to the EAP may be necessary. Actual identification in specific situations may be difficult.