**Guidelines For Supervisory and Management Referrals**

E4 health is a free confidential service providing counseling, resources and consultation for employees of your organization and their family members. Most of the people who use our service initiate contact by themselves. However, there are times where we coordinate our services directly or indirectly through managers and supervisors. The suggestions that follow are meant to supplement internal organization’s resources available to managers and supervisors. The following is a brief set of guidelines to use when considering help for an employee through E4 health. **In order to expedite your call, we now have the MRC (Management Resource Consultation) line: 877–267-1585.** Call anytime for immediate HR or management consultations.

***The 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 E4 health benefit for emotional well-being and other 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 E4 health for them.
* If so, call E4 health, give the E4 health counselor a brief overview of the situation, put the employee on the phone, and give them privacy to continue contact with the EAP. \*

***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. \*

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

* Approach the employee and share observations. Be firmer.
* Restate expectations and recommendations as provided by the Organization’s progressive discipline procedure. Underscore possible consequences.
* Recommend contact with E4 health and provide the release of information from E4 health for the employee to sign in order to verify contact with E4 health.\*\*
* Follow the steps above as needed.
* Document, monitor, and follow-up.

**\*Without written consent from the employee, you will not hear from E4 health. If confirmation of contact or feedback is requested, please ask the employee to provide written consent.**

**\*\* Even if strongly recommended, contact with E4 health remains voluntary and employees may refuse to cooperate or release information back to manager/supervisor, or Human Resources.**

***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 E4 health MRC counselor. Obtain consultation.
* Discuss a plan of action based on input from all appropriate parties.

***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 E4 health before approaching the employee.
* Follow any of the previously mentioned guidelines for making referrals.

Remember that each situation has unique characteristics that will guide your approach. We are, therefore, unable to give specific suggestions as to what to say in a given situation without consulting further on the specifics of the situation. E4 health has a number of resources to help managers/supervisors manage more effectively.

For further confidential and immediate assistance on this, or other concerns, call or email the MRC consultants at E4 health…where there’s more to life. Call: 877-267-1585.