



CONCERN: Employee Assistance Program

A MESSAGE FROM CONCERN ABOUT SUPERVISOR REFERRALS

Your supervisor or manager is referring you to the **CONCERN:** Employee Assistance Program for assistance with work performance issues or problems that may be affecting your work.

First of all, we want you to know that we welcome the opportunity to provide support to you. Please don't hesitate to call for an appointment. When your appointment is made, you will have completed an important step in developing a positive plan to deal with the work issues confronting you.

We also want to take the opportunity to answer questions that employees typically have about a supervisor referral to **CONCERN: EAP**.

Is this a disciplinary action? Am I required to go to CONCERN?

No, CONCERN is a resource your supervisor is providing to you (perhaps one of several) to assure that everything possible is being done to assist you in resolving difficulties at work. Whether or not you choose to take advantage of this resource is up to you. (Please note – there are exceptional circumstances when your manager or supervisor may make a referral mandatory as a condition of employment, or ask for verification of attendance. Your manager or supervisor will specifically inform you if this is the case.)

What is the Supervisor Referral Form for? Does it go into my personnel file?

In order for a counselor to be effective in helping you, he/she needs to understand the circumstances of the referral from the supervisor's perspective. Your supervisor has gone over the form with you, and you can use it with your counselor as a guide to explain your perspective in detail. You and your counselor will then identify the most important issues and expectations for change, and develop a plan to deal with them. *While your supervisor may appropriately wish to document performance issues, the Supervisor Referral Form is not intended for your personnel file.*

Is CONCERN confidential? What will my employer learn about what is discussed?

CONCERN services are indeed confidential. Only with your written permission will any information be given to your employer. Employees are often asked to sign a limited release authorizing **CONCERN** to inform their supervisor that they are coming to **CONCERN** and/ or participating in counseling. The content and nature of discussions with your counselor remain confidential, except when required by law. Legally required exceptions to confidentiality include cases in which there is a threat of serious bodily harm to yourself or others, or in cases of suspected child or elder abuse.

What are the advantages of this referral to me?

The supervisor referral provides you with support and assistance in solving your work problem(s). **CONCERN** counselors have seen many employees in similar circumstances and can help you to be effective in addressing your supervisor's concerns. Having an objective listener provides you with the opportunity to get a better perspective and to develop possible solutions. And with a Supervisor Referral, you will also receive up to 10 visits with the counselor at no cost to you.

How do I make an appointment?

Making an appointment is easy. Call **CONCERN** at **800-344-4222** and say that your supervisor has referred you.