

St. Luke's Penn Foundation Employee Assistance Program (EAP)
520 Washington Avenue, Sellersville, PA 18960
(215) 257-6556

Mandatory Referral Process

A Mandatory Referral can occur when an employee is having any of the following:

- Decline in work performance (absenteeism or tardiness, problems relating to other employees, decrease in quality/quantity of work)
- Violation of company policies especially ones that create a safety risk at the workplace
- Failed Alcohol or Drug Screen and/or Suspected use on the job

Mandatory Referrals are EAP processes **and are never** fitness-for-duty evaluations. Fitness-for-duty is determined by a doctor or treatment program. EAP reports only attendance and compliance of clinical treatment with employee permission.

Process:

- Supervisor documents work performance problems.
- Supervisor makes attempts to correct problem. Document interventions made.
- When previous attempts fail to correct problem, consult with HR.
- HR and supervisor decide if company wants to retain employee.
- If employee is to be retained, supervisor and HR have a meeting with employee to discuss the situation. **If a mandatory referral is in order, HR will complete attached “mandatory referral/release of information form” and have employee sign the form.** It is required that the employee sign the form, otherwise we will not be able to report to HR that the employee has contact us to set the appointment or that they are in compliance with the referral.
- HR and supervisor refer employee to EAP as a mandatory referral
 - Fax the mandatory referral form to St. Luke's Penn Foundation EAP at 833-506-2758 or email form to PennFoundationEAP@sluhn.org
 - Give employee a time limit within which they must contact EAP
- Employee schedules appointment with St. Luke's Penn Foundation EAP.
- Employee is expected to first sign the “**mandatory referral/release of information form**” and then employee will later sign a release of information with EAP counselor so that the employer can be informed of attendance and compliance with EAP recommendations. The employee’s private concerns will not be discussed with the employer. The content of sessions is confidential.
- Employee is expected to attend all appointments and follow through on EAP recommendations. NOTE: A minimum of 3 EAP sessions is required. If the Employer sees continued issues that necessitate more sessions please send feedback detailing specifics prior to the 3rd session so the Counselor can address issues and continue counseling up until sessions are exhausted.
- Employee is expected to meet the standards of the workplace.

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Mandatory Referral/Release of Information Form

DATE _____

Employee _____ Phone _____

Supervisor _____ Phone _____

Human Resources _____ Phone _____

Company _____ FAX _____

Employees Current Personnel Status: ___ Remains employed ___ Probation ___ Terminated pending EAP
___ Suspended for _____ Other (describe) _____

Employee must contact EAP by:

Work Problem (facts leading to this referral including dates, times, events, violation)

Company Rule Violated: _____

History of Work Problems (list previous work performance issues or problems. Be specific)

Attempts made to correct problem (describe methods or interventions)

Supervisor Goals & Expectations for Employee Improvement (use specific , measurable goals with a time frame for improvement)

- 1)
- 2)
- 3)

List any special considerations afforded this employee concerning this situation.

I, (print name) _____ **authorize: St. Luke's Penn Foundation EAP, 520 Washington Ave. Sellersville, PA 18960, to release limited confidential information (appointments made/attended and treatment compliance to: Human Resources and/or Supervisor noted on this form.**

Employee Date

Supervisor Date Human Resources Date

Employee ___ accepted ___ rejected a copy of this form.