

Employee Assistance Program

WELLNESS & SUPPORT

EAP Mandatory Referrals in the Workplace

Our Mandatory Referral (MR) is a formal and documented program, which may help an employee retain his or her job in times of progressive disciplinary action. Although it is often used as a last chance agreement with risk of termination, it is not meant to be punitive. The goal is to help employees improve performance and resolve issues so they can be successful at work. The MR may also support the employee's general mental and physical well-being in the process.

Mandatory Referrals are typically initiated in response to violations of behavioral, performance, attendance or drug-alcohol policies in the workplace. Human resource teams and managers work hand in hand with the EAP. An EAP clinical case manager will refer the employee for an assessment with a licensed mental health counselor, chemical dependency provider, or Department of Transportation (DOT) substance abuse professional (SAP) as appropriate. Final recommendations and employee compliance is monitored throughout the case, with signed employee consent.

The EAP facilitates the entire process and stays in communication with HR, management, service providers and employees until case closure.

Examples of when to implement a Mandatory Referral

Drug and Alcohol violations:

- Failed random drug screen
- Refusal to comply with drug/alcohol test
- Failure of a reasonable suspicion test
- Violations of DOT drug/alcohol regulations
- Self-admitted drug/alcohol problem
- Diluted or tampered UA specimen

Behavioral violations:

- Excessive absences/tardiness
- Failure to perform to standards
- Sexual harassment conduct
- Hostile work environment conduct
- Racial or gender discriminations

For consultations and hands on support as you consider using the Mandatory Referral program, contact the EAP at 1-800-777-4114 to discuss circumstances and next steps.

Licensed clinical staff are here to advise and guide you as you consider your options.

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