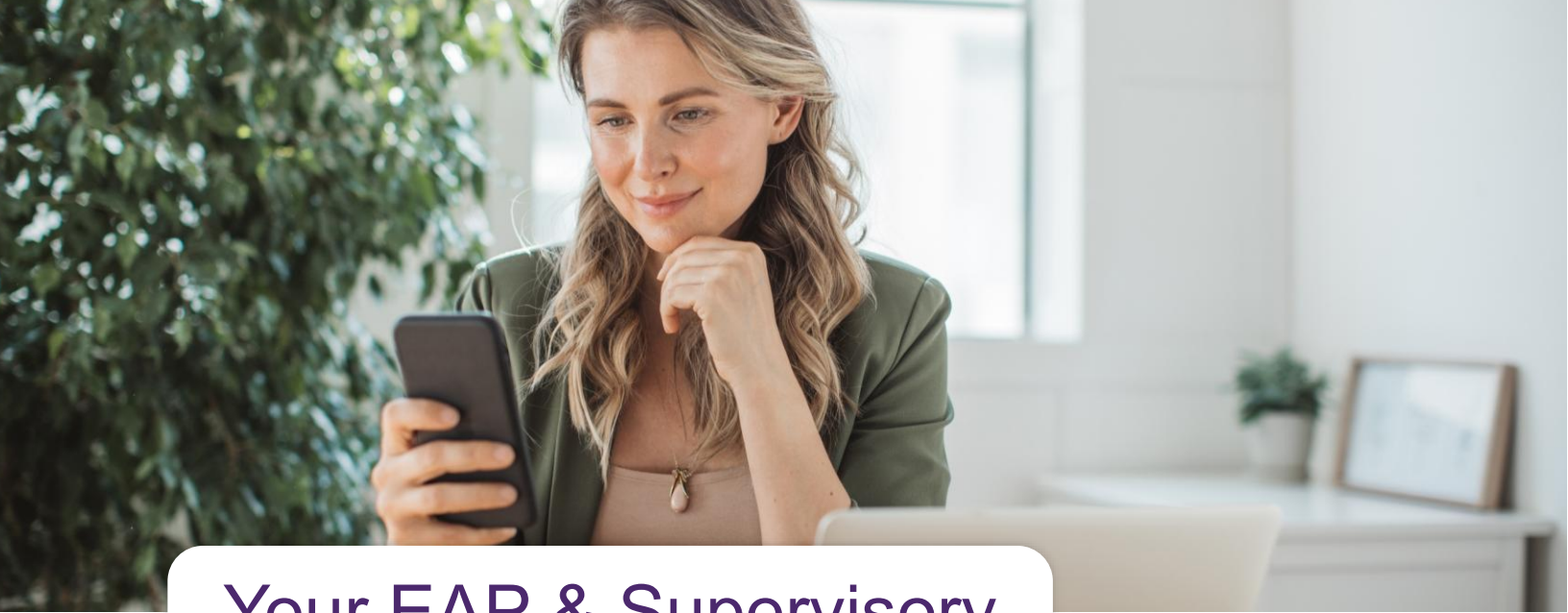




Your EAP & Supervisory

What is a supervisory referral?

A supervisory referral is a resource that helps supervisors assist employees who may be having personal or professional problems that are affecting their work. The employee may exhibit an unacceptable deterioration of productivity, serious conflicts with coworkers, observable signs and symptoms of substance abuse or other mental health issues that affect their job performance.

When should a supervisory referral be used?

Employees usually respond positively when problems (such as absenteeism, punctuality, job performance, etc.) are brought to their attention in an informal manner by their immediate supervisor. In those situations, the supervisor may suggest using the EAP. However, in cases when the employee has not improved or if the situation calls for immediate attention, the supervisor should consider using the supervisory referral process.

When should a supervisory referral be used as the first measure?

In some cases, it may be appropriate to use a supervisory referral first. An employee who has observable substance abuse issues that are interfering with his/her job duties is an example. If at any time there is concern for the employee's safety or the safety of others, the supervisory referral process should start immediately.

How does the supervisory referral process work?

- Supervisors begin by calling the company's HR or benefits department to discuss concerns.
- Afterward, there will be a meeting with the employee.

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- After meeting with the employee, Human Resources will communicate with the designated TELUS Health Care coordinator. The employee will then call TELUS Health and talk with the TELUS Health Care coordinator to schedule the mandatory assessment with a TELUS Health provider.
- Because each employee situation is different, no timeframe for completion of the supervisory referral process can be determined; however, there is ongoing monitoring and communication between TELUS Health and HR throughout the course of the referral.

TELUS Health has policies and procedures regarding supervisory or mandatory referrals for employees experiencing behavioral health related problems, such as positive drug or alcohol screens, suspicious or aberrant behavior, and/or performance concerns. TELUS Health policies are consistent with all state and federal requirements, including the Department of Transportation. TELUS Health should be notified of all company designees or supervisors who have the authority to make supervisory/mandatory referrals.

Supervisory Referral Process:

1. Company designee will notify TELUS Health of the referral with details of the incident that required the referral and will forward any available documentation regarding the incident (fax: 205-879-1178). The employee's job description should be included.
2. The following questions are routinely answered in the assessment/evaluation process:
 - Can the employee return to work with or without restrictions?
 - Should limitations or modifications be made to the job duties?
 - Is the person reliable and trustworthy?
 - Is the person free from the influence of any substances (legal or illegal)?
 - Is the person impaired mentally or physically?
 - Does the person have a condition that might adversely affect the person's ability to safely and competently perform his/her duties?
3. TELUS Health will schedule an appointment with an identified TELUS Health affiliated clinician.
4. TELUS Health will communicate the appointment information to the company designee.
5. Upon completion of the assessment, the provider shall contact TELUS Health with a verbal report. When indicated a FFD/RTW (fitness for duty/return to work) statement shall be included. This shall include the diagnosis/es, treatment plan including any medications or continued therapy, fitness for duty (based on the job description and list of prepared questions), absence or presence of intent to harm self or others (if applicable), and recommended work restrictions, if any.
6. A verbal report of the preliminary assessment results shall be communicated to the company designee with written report to follow.
7. It is the responsibility of company designee to inform TELUS Health of their agreement with the approved plan in order for TELUS Health to initiate the plan.
8. If continued treatment is required, TELUS Health is responsible for monitoring the employee's compliance/non-compliance and level of participation with the treatment plan.
9. TELUS Health will monitor the employee's participation in the treatment program through their term of care and will report any instance of employee non-compliance to the company designee.