

Aurora Employee Assistance Program



How to Make a Referral to the EAP

Below are descriptions for the three types of referrals that can be made to the Aurora Employee Assistance Program (EAP).

Self-Referral

- The employee accesses the EAP on his/her own. The manager will receive no information about this type of referral and will not know about the self-referral unless the employee informs him/her. This is the manner in which most employees access the EAP. The caregiver should call 1-800-236-3231 to make an EAP appointment.

“Strongly Encouraged” Referral

- The employee has no substantial work performance issues, but may be manifesting the beginnings of a performance problem or would benefit from utilizing the Work-Life Services benefit.
- The manager believes the employee would benefit from seeking assistance from the EAP and offers it as a resource.
- The manager will not know whether the employee decides to follow the suggestion, as there is no feedback from the EAP to the supervisor in this type of referral.
- The manager “strongly encourages” the employee to call 1-800-236-3231 to make an EAP appointment, or to talk with a counselor by phone.

Supervisory Referral

Supervisory referrals can be used with employees who are experiencing significant work performance problems.

- The workplace problem is of such severity that the employee’s ongoing employment may or may not be in jeopardy. This may involve a significant violation of company policy.
- The supervisor offers the services of the EAP to assist the employee in addressing the work performance problem and any personal problems that could possibly be affecting job performance.
- Examples of this type of referral problem could include
 - positive result on a drug test
 - significant anger outbursts at work
 - ongoing attendance or productivity problems

- The employee is required to attend two EAP assessment sessions and follow through on any recommendations made by the EAP counselor.
- The referring manager receives report of the employee's compliance with the EAP assessment sessions and reports of follow through with any recommended services.
- The employee is required to sign any releases of information needed to allow this communication back to the employer to take place. Only reports of compliance are given. No personal information is provided.

How to make a Supervisory Referral

- Consult with your Human Resource professional before making a referral.
- Call your Account Executive (800-511-4804) to discuss particular cases.
 - If your Account Executive is not available, please ask for the Account Executive on-call.
 - Regular business hours are Monday through Friday from 8:00am to 5:00pm, CST.
 - The Account Executive will consult with you, set up the referral and provide an overview of the process.
- At the time of your call, please have available the following employee information:
 - correct spelling of name
 - employee ID & date of birth
 - description of work performance problem
 - description of improvement needed

