



# Partner Policy: Management Referral

## Introduction

The EAP offers the ManagerAssist Program as a core element of the Employee Assistance service. The program consists of two elements; Management Consultation and Management Referral. This Policy covers the Management Referral process, a service designed to provide employers with a formal and informal process for managers/company representatives to refer employees, whose work performance or wellbeing is being negatively impacted by personal or professional issues, to the EAP for appropriate clinical services. Company representatives are generally employees in Human Resources or Occupational Health. This service is subject to strict guidelines around confidentiality and the disclosure of confidential information to a third party. Within WPO these cases are managed by specially trained Management Referral Specialists.

## Policy

An informal management referral typically consists of an acknowledgement from the employee that they were offered the service, or encouraged to contact the EAP, by a manager or company representative. There is no paperwork involved, though the manager/company representative may have contacted the EAP to notify us to expect the employee's outreach. No feedback can be provided to a manager or company representative in these circumstances.

A formal management referral will consist of a manager or other company representative requesting that the EAP contact an employee directly and offer appropriate services. The paperwork received will be accompanied by a consent from the employee defining what information can be released back to the manager or company representative regarding the services offered to the employee following a clinical conversation. The initial request will always be received into a WPO Service Centre and all feedback to the manager/company representative will be through a WPO Management Referral Specialist.

No information about an employee can be shared with their manager without the appropriate signed consents and permission from the employee concerned. The management referral paperwork will specify what level of reporting back to the manager/company representative has been agreed with the employee. The frequency of reporting will be stated. This paperwork must be signed by both the manager/company representative and the employee. By signing the terms laid out in the paperwork the employee is giving the EAP permission both to attempt to contact them and to provide the manager or company representative who has co-signed the paperwork with the feedback specified.

The EAP does not provide Fitness for Duty (FFD) psychological evaluations to determine whether an employee is safe or competent to perform the duties of his or her position. When a FFD evaluation is requested by an employer, the EAP will provide guidance and support to ensure safety and assist the employer in locating a qualified provider. The cost of the evaluation is not covered by the EAP and it is the employer's responsibility to select and manage the evaluator.

The EAP can provide joint counselling for two or more employees to resolve conflict in the workplace and address constant interpersonal discord that adversely affects work performance and productivity. A Conflict Resolution referral should only be made after HR have tried to address the problem with the employees involved. Appropriate consents will be signed by all those involved in the intervention. Conflict Resolution sessions will not be initiated if one of the employees involved in the conflict supervises or manages the other. A telephonic clinical conversation will occur with all employees prior to setting up conflict resolution sessions and this service can be denied if clinical judgement indicates that moving forward with these sessions has the potential for further harm to one or more of the employees. Sessions will take place in work time at a provider's office close to the work location but never at the workplace of the employees involved. The management referral paperwork will specify what level of reporting back to the manager/company representative has been agreed with the employees.

The EAP does, on occasion, provide Mediation services to participants. All attendees must sign appropriate consents, which will specify what level of reporting back to the manager/company representative has been agreed with the employees. The sessions will be held onsite.

On occasion a company will request the EAP provide ongoing case management for a referral outside the scope of the EAP. The participant will need to sign a consent form so the EAP can communicate with their provider. The scope and length of time that the EAP is involved in the case will vary depending on the requirements of the case; e.g. options include case managing until the intervention is complete, or alternatively until the participant has connected to alternative ongoing support. If the Provider is not responsive to contact with the EAP the referring manager/company representative will be informed, and the case closed.

Unless specified as a product under specific services or contracts, the EAP does not provide recommendations as input into Return to Work (RTW) decisions about whether or not an employee can or should return to work. The only exception to this might be if there are safety concerns.

## Clinical Practice

- Whether an organisation is eligible for ManagerAssist is recorded on the Case Management System.
- The referral paperwork can be received by post, fax and email into a WPO Service Centre.
- Receipt of the referral paperwork will be acknowledged to the manager/company representative by WPO within 4 hours.
- Where appropriate a Partner may be asked by WPO to contact a participant, who has been referred to the service by their manager or a company representative, to complete a telephonic clinical conversation, within one business day of the referral paperwork being received. Three attempts will be made over three business days to contact the participant. Where clinically urgent, for example if risk is indicated on the referral paperwork, the outreach to the participant will expedited sooner, as appropriate. If all outreaches are unsuccessful the manager/company representative making the referral will be contacted by a WPO Manager Referral Specialist to provide an update on the status of the case, explore contact options and agree a way forward.
- Once contact is made by the Partner, a full telephonic clinical conversation is completed, and agreement reached as to the most appropriate way forward for the participant. EAP sessions are only offered when clinically appropriate. Where short-term solution focused EAP sessions are not appropriate the participant will be offered resources and follow up will be initiated to encourage the participant to engage with the resources offered.
- Where EAP sessions are appropriate they can be delivered in-person or via STC or Video, depending on the participants available benefit options and personal preference. The AWARE program, cCBT and Group Counselling are all potentially appropriate and beneficial outcomes.

- It is at the participant's discretion as to whether they engage with the support offered/suggested and they will be fully informed of what will be reported back to the manager or company representative making the referral. The referring manager/company representative cannot mandate that the employee attend a certain number of sessions or mandate specific treatment recommendations. The information reported back to the manager or company representative will be dependent on the level of disclosure the participant has agreed in writing on the referral paperwork. All communication with the manager/company representative will be through a WPO Management Referral Specialist.
- Final reports (where agreed) will be shared by a WPO Management Referral Specialist with the referring manager/company representative within 2 to 5 business days of the feedback being received, via the Partner, from the clinician assigned to deliver the sessions. The content of these reports will be dictated by the level of disclosure agreed in writing with the participant. Confidential, clinical information that the referring manager/company representative did not share at the beginning of the referral, will not be disclosed. Safety concerns may be an exception to this and will always be discussed with WPO Clinical Management so the most appropriate way forward can be agreed. Closing reports will never include a recommendation about a participant's ability to return to work or perform specific job duties.

**CHANGE HISTORY:**

**Document Original Author:** Alison Brown; Vice President Global Clinical Quality

**Stakeholders:** Global Infrastructure, Clinical Operations, Quality, Learning & Development, Sales & Account Management.

<b>Change Date:</b>	<b>Approved by:</b>	<b>Subject Matter Expert(S) [SME] Utilized:</b>	<b>Description/Details of Change [Why &amp; What]:</b>
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