**Helpful Hints for Mangers for Supporting Team Members**

**and Referring to EAP**

**Do:**

* **Consult with HR prior to making a mandatory referral.**
* **Consult with EAP prior to making a supervisory referral.**
* **Give the team member the option to call EAP from your office.**
* **Stay focused on work performance/personal conduct issues.**
* **Educate team member that EAP is not disciplinary or punitive but an added resource designed to help them develop needed skills to improve work performance.**
* **Be proactive. Early intervention is helpful.**
* **Be empathic to a team member who comes to you with a personal problem and offer them assistance through EAP.**
* **Practice professional boundaries with your team members.**
* **Say, “This is out of the realm of my expertise”.**
* **Tell a team member they have the option for FMLA (if eligible) and refer them to Leave Management.**

**Don’t:**

* **Tell others when making reasonable accommodations.**
* **Diagnose a team member---Stay away from words like depressed, anxious, alcoholic, and crazy.**
* **Stay away from these kinds of comments: “You act like you’re on drugs” or “I think you might have a drinking problem” or “You really need counseling”.**
* **Try to be a team member’s counselor.**
* **Tell a team member they need to take FMLA.**
* **Take a Return to Work note from a team member.**
* **Make a mandatory referral prior to consulting with HR.**