



**Employee
Assistance
Network**

Management Referral Instruction for Employee Assistance Network

Date: _____

Employee Name: _____

Position: _____

Employer: _____

You are being referred to Employee Assistance Network as part of a performance improvement discussion. As a result of the referral, you are required to initiate EAN services and follow recommendations from them.

What you share with EAN and any concerns you work on with an EAN Coach or Counselor is confidential and will not be shared with anyone, including anyone at work. They will however ask you to sign a release of information that will give them permission to share with the referring manager that you are participating in the referral, attending appointments and if needed dates and times of appointments or other recommendations made to you. If you do not give that permission, then it will be considered that you have declined their services and participation in the referral.

The steps for you to initiate the referral to EAN:

By _____ you will need to complete the questions at this link/QR and

(date)

submit it to EAN:

<https://dynamic.eapintake.com/online-intake/eannc/eannc>



After you submit the QR form, an EAN Mental Health Coach will reach out to you by phone or email, as you indicate on the form. It is your responsibility to respond to the Mental Health Coach and to schedule a time to talk with them. This conversation should be a priority for you and be scheduled within the next two business days after they contact you. If the EAN Mental Health Coach does not reach out to you by the next business day after you submit your QR form, it is your responsibility to contact them by calling 828-252-5725 and pressing "1" to access your EAP benefit. This should connect you to a Mental Health Coach or voicemail to leave a message.

When you talk with the EAN Mental Health Coach by phone or virtually, they will connect you to resources through your employer sponsored Employee Assistance Program benefit, including scheduling with you with an EAN Counselor. The counselor is there to assist you with any personal or professional concerns that may be impacting your work. What you share with either the EAN Coach or Counselor is confidential and will not be shared with anyone at work. Your attendance at appointments and your participation in recommendations will be shared with the referring manager. Participation in this referral means that you follow these steps and work with EAN to completion.

Meanwhile, your manager will continue to monitor and work with you on the identified work performance concerns. If you have any questions about your performance or expectations of your performance, your manager is the best person for you to contact. We value you and your contribution to our workplace, and our goal is to offer you this resource to help you be successful here.

Referring Manager signature

Name : _____

Phone number:_____

Email:_____

Date of referral: _____

If you have any difficulty with the QR Code or connecting to EAN call them at 828-252-5725 or email them at ean@eann.com

You can also visit their website for more information: www.eannc.com