



# EMPLOYEE ASSISTANCE PROGRAMME

MANAGER'S HELPLINE REFERRAL



# What is a Manager's Helpline Referral?

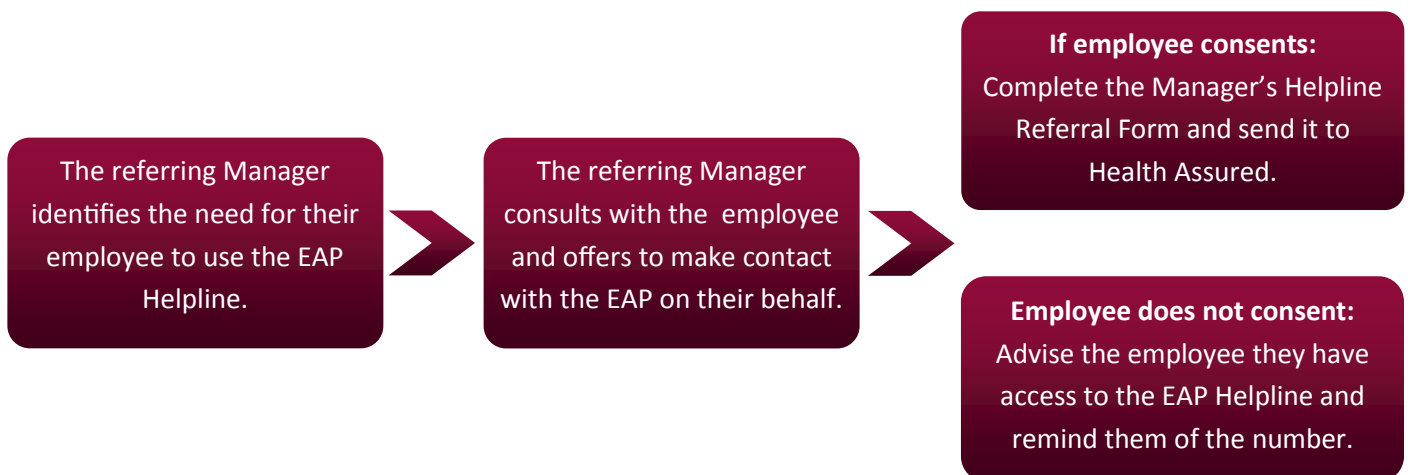
Employee Assistance Programmes (EAP's) actively promote physical and emotional well-being for all employees. EAP's are specifically designed to offer support to your team and their immediate family but it is also a valuable business tool, which if used effectively can provide:

- A reduction in absenteeism
- Combatting presenteeism
- Enhance morale
- Demonstrates a duty of care
- Reduction in employee litigation

At Health Assured, we understand being proactive in the event of personnel problem is key to resolving it quickly and effectively. As a Manager, it is often difficult to spot early warning signs of a problem but it can also be difficult for the employee to make the first move and call the EAP Helpline. The Manager's Referral Helpline allows you to make the first move and make arrangements for the employee to be contacted by our team of practitioners.

## Making a Manager's Helpline Referral

When the situation arises and you feel an employee may benefit from the support of your EAP, simply complete the Managers Helpline Referral Form and send it to Health Assured. **You must gain consent** from the employee before sending the form. The form is provided as part of this guide and can be downloaded from [www.healthassured.co.uk/downloads](http://www.healthassured.co.uk/downloads) by selecting *EAP Referrals* from drop down menu.



When the form has been completed, please send it to Health Assured either by email or fax. The contact details are listed on the form and on the back cover of this guide.



# Health Assured

## Managers Helpline Referral Form

### Section 1 - Employee Details

Name of Employee:

Employee Date of Birth:

Employee Address:

Employee Contact Telephone Number:

Employee Email Address:

Can a message be left?

History:

(including the reason for the referral request and any presenting issues)

### Section 2 - Employer Details

Name of referring Manager:

Company Name:

Company Address:

Manager's Contact Telephone Number:

Has verbal consent been obtained from the employee?

Yes / No

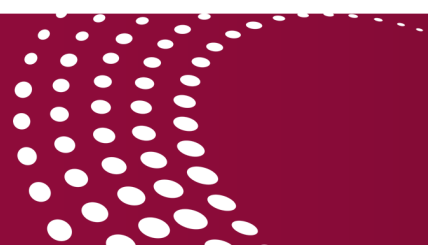
(please delete as appropriate)

**Please Note:** A proactive Managers Helpline Referral call can only be made **if the employee has consented** to receiving our call. It is important this is discussed with the individual concerned by the referring Manager.

Please send the completed form by email or fax to:

**E: [counsellingadvice@healthassured.co.uk](mailto:counsellingadvice@healthassured.co.uk)**

**F: 0870 2387 426**



The Peninsula  
2 Cheetham Hill Road  
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M4 4FB

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[counsellingadvice@healthassured.co.uk](mailto:counsellingadvice@healthassured.co.uk)

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