Managers Guide to the Employee Assistance and Counseling Center

The Employee Assistance & Counseling Center (EACC) is a resource for supervisors and HR Consultants to assist them in helping employees solve personal problems that may be contributing to poor job performance.

When should a Supervisor/Manager consider referring an employee to the EACC for counseling?

- If he/she is concerned about an employee. Example: when an employee appears to be depressed following the loss of a loved one.
- If the goal of counseling is to improve job performance.
- If a serious job performance problem is identified and corrective action is needed it is strongly suggested that the supervisor/manager contact his/her HR Consultant along with referring the underperforming employee to the EACC.*

What are some of the signs that an employee may need help?

- Changes in performance – lower productivity, slower, great variation from day to day
- Changes in Behavior – Irritable, disruptive, critical, uncooperative
- Late/Absent – Monday/Friday, long lunches, frequently leaves work station
- Distracted – listless, unable to concentrate
- Moody – inappropriate anger, frequent mood changes, outburst

What are the appropriate steps to take in referring an employee for performance issues?

- Observe – Pay attention to changes
- Document – Be objective & specific, document facts that can be seen and heard. Stick to job performance issues. * See attached referral form.
- Constructively confront – Give specific expectations of desired changes in job performance. Control your feelings.
- Refer – Contact the EACC and your HR Consultant. Call us (934-2281) if you make a referral. It helps us to know what your concerns are.

Information is confidential and shared only if the employee signs a specific limited Release of Information except when required by law.

Participation at the EACC does not change or replace UAB policies.

Other EACC Services for Managers:

- Critical Incident support
- Onsite Stress Relief training for employees
- Consultation and Support in difficult situations

*See attached referral form

The UAB Employee Assistance and Counseling Center (EACC) is an employee benefit that provides UAB, UAB Medicine, and VIVA employees and their immediate household members with resources for resolving work-related and personal problems. The EACC provides confidential counseling and employee assistance, community referral, supervisor consultation, crisis management and a variety of educational programs designed to provide practical tools for balance in all areas of life. Our services are provided as an employee benefit at no cost to our clients. For more information about the services available visit us online at www.uab.edu/eap or call 205.934.2281.