

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.**