



EAP Referral Triggers

Work Discipline

When an employee receives a written notification of a work performance problem and/or progressive discipline is initiated, Human Resources contacts Claremont. Based on this consultation, a plan is developed to assist the employee with any underlying personal issues that may be causing the work performance problem. Often, these situations result in a formal EAP referral or executive coaching.

Threats of Violence

When Human Resources, management, security, or legal are apprised of a threat of violence, Claremont is immediately notified. A pre-determined Threat Management team consisting of key individuals at the employer and Claremont discuss the situation. The team will always include a member of the HR staff. Claremont will consult with the relevant managers and the team to determine the most appropriate course of action. Interventions can include in-person risk assessments, referrals to EAP or simply continued monitoring of the situation by key management staff.

Employment Practices Complaint

When a complaint is received about an employment practice, such as harassment or supervisory methods, Human Resources contacts Claremont. Human Resources proceeds to conduct an investigation and take appropriate corrective action from a legal perspective. Claremont consults with Human Resources through this process and suggests individual and systemic interventions, as appropriate. Interventions can include referral to EAP, conflict resolution sessions, executive coaching, and/or training.

Organizational Change

Human Resources contacts Claremont whenever there is significant organizational changes, such as reductions in force, mergers / acquisitions, policy changes, etc. Claremont consults and develops an appropriate intervention such as training, team building, executive coaching, organizational development consulting, etc.



To learn more, call 800.834.3773 or visit claremonteap.com



Critical Incidents

Human Resources and / or management contact Claremont when any traumatic events occur in the work place. Events can include deaths of co-workers, robberies, natural disasters. Claremont consults with HR and develops an appropriate intervention, which can include on-site critical incident debriefing, on-site counselors, and / or referrals to EAP.

Labor Referrals

Claremont trains all shop stewards, business agents and other labor leaders on the available EAP services, including counseling, legal, financial and dependent care assistance. Often, labor leaders are the first to become aware of personal issues that affect work performance and are in excellent position to make referrals.

Positive Drug Tests

For organizations that conduct Reasonable Suspicion and / or Random drug tests, Claremont will develop and implement protocols for handling these cases. This includes an assessment of all individuals with positive tests, treatment recommendations, compliance monitoring, and reporting back to management regarding participation.

Financial Events

Individuals requesting a withdrawal or loan from a 401K or other retirement account, have wage garnishments or who ask for advance payment of wages can be referred to EAP for an assessment.

Leaves of Absence

There is a disproportionately high percentage of co-morbid depression and substance abuse among individuals on Disability and Workers' Compensation and other Leaves of Absence. Employees filing for a Leave can be referred to EAP. A Claremont clinician conducts a brief clinical interview to assess the employee's needs and make recommendations for additional services (e.g. EAP counseling, psychiatric consultation, etc.). The clinical interview also includes the use of a brief, valid screening instrument for depression and substance abuse. In addition to conducting the assessment and offering psychological services, the Claremont clinician is available to provide on-going case management and support with the employee. This process greatly expedites the employee's return to work and improves overall health and functioning.

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