

A black and white photograph of a woman with long dark hair, wearing a dark blazer, looking slightly to the right with a neutral expression. The background is blurred, suggesting an office environment.

Personal and emotional problems can lead to future disability claims and are often the root of current disability cases.

From time to time, a people leader may encounter an employee whose work performance is steadily deteriorating. The problem may be related to alcohol or drug abuse, or to unresolved personal and emotional issues that have graduated to a chronic level. This can lead to a number of workplace concerns including increased absenteeism, reduced productivity, safety risks, employee conflict and potential employee termination.

Morneau Shepell's Workplace Referral Program (WRP) provides employers with a method of referring an employee who is experiencing work performance issues for professional assessment and counselling. The program is an important alternative to employee-initiated Employee and Family Assistance Program (EFAP) counselling as it is a more intensive and specialized intervention that aims to help resolve an employee's performance issue. Referrals can be monitored or mandated and are typically used as a tool in an employee's performance management plan.

How it works

A Human Resources leader or manager (referral contact) meets with the employee to discuss concerns about work performance and the reason for referral into the WRP. They communicate the parameters of the program to the employee, and complete and submit the referral and consent forms. Morneau Shepell's WSP Coordinator will confirm receipt of the referral within 24 business hours.

We recommend a management consultation with us prior to discussing the program to confirm it is appropriate for the situation and to provide suggestions on how to introduce the WRP to an employee (especially in the case of the people leader's first referral).

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WORKPLACE IDENTIFIERS

This program may be right for your workplace and people if you're experiencing:

- Behavioural issues
- Performance issues
- Conflict between employees
- Substance abuse



Assessment and treatment plan

The employee will be contacted directly by one of our counsellors and provided with the date and time of the first appointment, usually within three to five business days. Attendance will be confirmed with the referral contact. Following completion of a clinical assessment, the counsellor delivers the Initial Assessment Report which includes the recommended treatment plan. The counselling continues and the referral contact receives a monthly report until case closure. Situations where there is concern about compliance or the employee's commitment to the program are immediately flagged for review, and a case consultation with the clinical manager is available at any time during the case process.

Case closure

The counsellor assesses when goals have been met, delivers the final session and provides final recommendations to the employee. A closure report is provided to the referral contact.

Workplace Support Programs

The Workplace Referral Program is part of our Workplace Support Programs - specialized mental health and addiction prevention/intervention programs designed to reduce costs for organizations with faster diagnosis, sustainable recovery and incidence of short and long-term disability.

Call **1.866.991.4954** or visit morneaushepell.com.

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