

Step-by-Step Instructions for HR and Employees

This guide provides HR professionals and employees with clear instructions for navigating referrals, leave, and treatment for substance use concerns, ensuring compliance, support, and smooth transitions.

For HR Professionals

Step 1: Identify & Document: Observe employee performance or behavior changes (absenteeism, safety incidents, work quality). Document facts objectively; avoid assumptions about personal causes.

Step 2: Initial Conversation: Privately discuss concerns with the employee. Express support and provide resources (EAP, HR contact info, treatment options). Keep focus on workplace performance and safety.

Step 3: Determine Referral Pathway: Option A: EAP Referral – Connect employee to EAP for confidential evaluation. Option B: Direct Provider Referral – HR may refer employee directly to a licensed treatment provider (e.g., Bridging the Gaps).

Step 4: FMLA / Leave Coordination: Confirm employee eligibility for FMLA leave (12 weeks job-protected). Provide FMLA forms and instructions. Assist with short-term disability forms if applicable.

Step 5: Confidential Communication: Use confidentiality agreements when communicating with treatment providers. Share only necessary info (dates of leave, accommodation needs, return-to-work expectations).

Step 6: Follow-Up & Support: Maintain contact regarding performance expectations and aftercare support. Ensure smooth transition back to work. Document all actions for legal compliance.

For Employees

Step 1: Recognize the Need for Support: Acknowledge personal challenges and the need for treatment.

Step 2: Confidential Reporting: Speak to HR, supervisor, or EAP confidentially. Request guidance on referral pathways and leave options.

Step 3: Complete Necessary Forms: FMLA forms (WH-380-E, WH-381, WH-382). Short-term disability claim forms if applicable. Return completed forms promptly to HR or provider.

Step 4: Enter Treatment: Follow provider intake instructions. Participate in recommended level of care (RTC, PHP, IOP, aftercare).

Step 5: Maintain Communication: Provide updates only as required for leave approval or return-to-work planning. Keep treatment details confidential unless sharing is necessary for accommodations.

Step 6: Return to Work & Aftercare: Follow HR guidelines for return-to-work. Continue aftercare or alumni programs to support long-term recovery.