

## About EAP

The Employee Assistance Programme is staffed with a professionally trained counsellor who is available to provide consultative, counselling and referral services that are voluntary and confidential. The Counsellor may be contacted directly by calling or WhatsApp 468-9889 or extension 4352



## Mission Statement

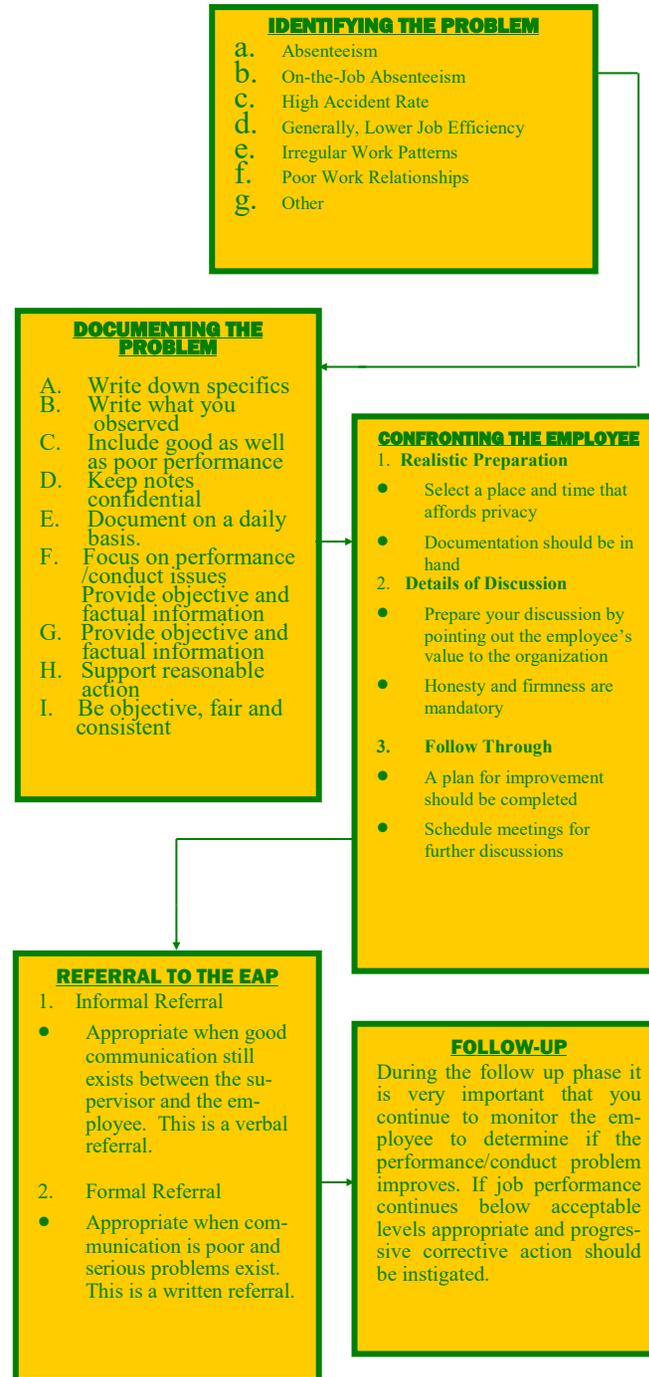
The Employee Relations Unit is committed to making a positive impact in the lives of Public Servants by providing confidential and timely assistance that will enable them to resolve work-related problems that undermine job performance and prevents them from rendering exceptional Government services.

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## THE CONSTRUCTIVE INTERVENTION PROCESS



## Employee Assistance Programme (EAP)



## SUPERVISOR'S QUICK REFERENCE GUIDE



# EMPLOYEES ARE PRIORITY

We can all use some help during challenging times. The Government of the Virgin Islands' Employee Assistance Programme is designed to provide such services regardless of the challenges an employee faces.

Supervisors are in unique positions to identify employees who may be experiencing life challenges. These challenges can affect employees' relationships and performances at work as well as at home. The earlier work problems are addressed, the greater the likelihood the employee will get the resources and support they need to work productively.

## When should a supervisor refer an employee to the EAP?

A supervisor can refer an employee to the EAP when they become aware of poor performance or has concern about employee's behavior. Although discussing concerns with an employee can be uncomfortable, a supervisor can be a source of motivation that might compel the employee to make needed changes.

Unsatisfactory or deteriorating work often takes these forms:

- Inconsistent productivity
- Decline in work quality
- Poor attendance in the form of frequent lateness and excessive sick leave
- Neglect attitudes toward assignments and deadlines
- Mood swings or irritability
- Avoidance of or frequent conflict with co-workers and supervisors

Whether referring to EAP or providing performance feedback, the conversation will usually be more effective if the supervisor provides examples of behaviour patterns rather than single or isolated incidents. (see **Constructive Intervention Process on back**)

## Here are guidelines for making a referral for EAP services:

**Show care and concern to the employee.** The best referral is informative, not judgmental. Base a referral on observed behavior, such as frequent tearfulness or avoidance of others at work. Do not make assumptions about personal problems or attempt to label a personal problem for the employee.

**Separate EAP referral from disciplinary action.** A referral is not disciplinary action and should not be viewed as a substitute for progressive corrective action. Referrals should be made in the context of work related behavior. For example, in a private meeting a supervisor can point out an employee's declining job performance or attendance problem. ***"EAP referrals should never be referenced in an employee's performance evaluation."***

## **Document referrals to EAP.**

Keep an objective record of interactions related to performance and behavior. Document:

- a. Performance concerns with dates and time
- b. The date the employee was referred to the EAP
- c. What was said and employee response
- d. Outside referral if needs be.

## **Do not attempt to require use of EAP.**

EAP is a voluntary program. Supervisors cannot force employees to seek assistance. Whether or not an employee accepts a referral to EAP, a supervisor should continue to monitor and document job performance, take action necessary to provide accountability, and attempt to motivate the employee to correct the behavior.

## **Balance concern with accountability.**

When there is a performance concern, be honest, be firm—and be respectful. A direct approach encourages constructive communication on both sides, and can be looked upon as a supervisor who can be trusted. EAP referrals are most successful when the approach is balanced with genuine care and by holding the employee accountable.

## Ways to access the EAP

Public Officers interested in obtaining EAP services can make contact with the EAP Counsellor directly without seeking permission from anyone.

Supervisors interested in referring a Public Officer informally can make contact via the telephone or in writing. If a formal referral is preferred, then they are required to complete and return the Supervisory Referral Form confidentially to the EAP Counsellor.

Upon receiving a referral, the EAP Counsellor will establish contact within 24 hours so that an appointment can be scheduled.

