

EAP Referral Agent role

The referral agents are the key to having the Employee Assistance Program operate on a voluntary, confidential basis. Providing help on a peer level without any coercive power.

Referral agents receive training on how they can assist/refer those requesting assistance. They also are provided with resources to assist them in identifying and referring to services available across the country.

Referral agents cannot force someone to seek assistance. Their role is to refer to the appropriate service while offering help, support and encouragement.

While the role was initially strictly referral, over time the expanded role now includes EAP promotion and Wellness in the workplace. Referral agents play a role in creating a healthy organization.

The referral agent's obligations are:

- To understand the Employee Assistance Program and to explain the referral procedures when needed;
- To have an understanding of the CUPE Benefits Program as they apply to the Employee Assistance Program;
- Provide confidential support and a listening ear to individuals who seek their assistance;
- Facilitate access to EAP services;
- Recognize the limitations of their role and encourage EAP users to utilize qualified available resources based on the needs expressed;
- Provide information on resources and what assistance is available;
- Sign the confidentiality agreement and maintain absolute confidentiality.