

Seirbhís Chúnaimh
d'Fhostaithe na Státseirbhíse



Civil Service Employee Assistance Service (CSEAS)

Protocols on Service Delivery to Government Departments/Offices

December 2018

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Section 1

1. Objectives

1.1. The purpose of these protocols is to set out

- How the CSEAS will deliver services to Government Departments/Offices
- The respective roles and commitments of each party

2. Description of CSEAS

2.1. The Civil Service Employee Assistance Service (CSEAS) provides an internal employee assistance programme for the Civil Service, and for a small number of public sector bodies¹. It is a staff support service and forms an important element of the Human Resource structure within the Civil Service. It is an important component of an ethos of promoting employee wellness, resilience and organisational effectiveness, augmenting and supplementing the work of HR Divisions and line management. Working with HR Divisions, the CSEAS aims to assist in HR strategies to minimise sick leave absences, help in return to work interventions and enhance/maintain performance. The CSEAS supports the employer's duty of care to its employees under the Safety, Health and Welfare at Work Act 2005 in the area of psychosocial issues such as stress, bullying and harassment, alcohol and drug misuse.

2.2. Centralised within the Department of Public Expenditure and Reform, the CSEAS operates on a regional basis. Employee Assistance Officers (EAOs) provide a wide range of confidential² supports to staff and management designed to assist employees in managing work and/or life difficulties.

3. Scope

3.1. These protocols outline the service delivery by the CSEAS to Government Departments/Offices.

3.2. They define:

- The services to be provided
- The relationships between the relevant parties
- The conditions and parameters within which such services will operate

4. CSEAS Governance, Roles and Structure

4.1. CSEAS Advisory Committee

A CSEAS Advisory Committee provides governance and comprises the Chief Medical Officer for the Civil Service, a representative from Department of Public Expenditure and Reform who chairs the committee, representatives from the HR Managers' Network, and

¹ Included here are the National Library of Ireland and the National Art Gallery of Ireland. Extension of service to public sector bodies is considered only on an exceptional basis, resources permitting.

² See paragraph 6 below for information on confidentiality and exceptions to this.

the Secretary to the General Council Civil Service Staff Panel. The role of the committee is:

- To advise on and approve the overall strategy for CSEAS policy development
- To review and advise on the operation and effectiveness of the CSEAS

4.2. Management, Monitoring and Review of Service Delivery

Where a Department/Office wishes to propose an amendment to any policy or the delivery of services covered by this agreement, this should be brought to the attention of the CSEAS Manager in the first instance. Any proposed amendment will be considered and, where necessary, a final decision made by the Advisory Committee.

4.3. CSEAS Manager

The CSEAS Manager, reporting to a Principal Officer in the HR Policy Unit in the Department of Public Expenditure and Reform, is responsible for the day-to-day management of the CSEAS. The Manager reports to the CSEAS Advisory Committee, as required, on matters relating to policy and service delivery.

4.4. Employee Assistance Officers

A team of Employee Assistance Officers employed on a regionalised basis within the Department of Public Expenditure & Reform, provides employee assistance services across all Departments/Offices and regions.

5. CSEAS Budget

The CSEAS Budget is held in the Department of Public Expenditure & Reform.

6. Confidentiality, Record Management and Data Protection

The CSEAS is a centralised service. Confidentiality is between the client and the CSEAS.

6.1. Confidentiality

Information and personal data disclosed by employees, including disclosure of a disability, to the CSEAS will not be shared with the employee's employer/line manager or any other third party outside of the CSEAS without the prior knowledge and consent of the individual (exceptions are listed below). This is in keeping with normal professional standards and is part of the duty of confidence.

Self-disclosure, as appropriate, will be encouraged in employees' best interests. For example, if an employee tells his or her employer about a previously undisclosed disability, some issues could be alleviated by the making of "reasonable accommodations".

Exceptions to confidentiality

- Life-threatening situations to the individual, other parties or the public
- Where there is a statutory responsibility to report
- Where required by a court or legal process to do so

- Where non-disclosure of information could compromise the CSEAS
- Where the CSEAS becomes aware of a breach in criminal law, disclosure may be necessary

Information and personal data received by CSEAS from HR or line management will be treated in a confidential manner appropriate to the nature of the data.

6.2. Record Management

The CSEAS recognises the need to treat all client data in an appropriate and lawful manner. We are committed to complying fully with the Data Protection Acts 1988 – 2018 and the EU General Data Protection Regulation 2016/679 (GDPR).

All records created and held will comply with the provisions of the Freedom of Information Act 2014, the Data Protection Acts 1988 to 2018 and the EU General Data Protection Regulation 2016/679 (GDPR). In general, records will be retained for a period of ten years from date of last activity on the case.

Please refer to the CSEAS website GDPR page at www.cseas.per.gov.ie

7. Manager³ Consultation with the CSEAS

In any situation, managers can consult the CSEAS for guidance and advice in dealing with staff welfare issues. This should be done on an anonymised basis. This allows the manager to obtain support and guidance in dealing with the situation arising, to look at options for managing it, and to consider recommending use of the CSEAS to the staff member. Where the manager is consulting the CSEAS about a staff member, due regard should be given to the data protection rights of the staff member concerned. The CSEAS is very conscious of managers needing support and the opportunity to discuss options where staff welfare considerations arise. Every effort will be made by CSEAS to support managers in these situations so as to facilitate a positive outcome for all.

8. Referrals to CSEAS

8.1. Self-referral

A staff member can self-refer to the CSEAS by contacting the Service directly on his/her own initiative. There is no feedback to management.

8.2. Suggested referral

A sub-category of self-referral arises where a staff member self-refers at the suggestion of another person. A suggested referral can arise where a staff member discloses to HR Division or line management that he/she is experiencing personal and/or work-related challenges, or where HR Division or line management becomes aware of such a situation. The HR Division or line manager may suggest that contact with the CSEAS could be helpful

³ The terms managers and management in this document refer to both HR personnel and line managers

and leave it to the staff member to contact the CSEAS. Suggested referrals can also be made by PeoplePoint, the HR Shared Service Centre for the Civil Service, when communicating with civil servants. Suggested referrals may also be made by the Chief Medical Officer (CMO). In the case of a suggested referral, if the staff member contacts the CSEAS directly, this is considered a self-referral by the CSEAS. There will be no feedback to the party who suggested the availability of the CSEAS to the staff member, unless the CSEAS has the consent of the staff member to do so.

Other parties, for example, work colleagues, trade union representatives and/or others who have a concern about a staff member may also recommend the CSEAS to the individual.

8.3. Referrals to CSEAS by HR Divisions on the recommendation of the Office of the Chief Medical Officer (CMO) for the Civil Service

Where the CMO has recommended that a staff member be referred to the CSEAS, managers may refer the staff member to the CSEAS without seeking his/her agreement.

8.4. Management Referrals

As of May 25th 2018, the CSEAS is committed to GDPR Compliance. As such the CSEAS will no longer accept management referrals except in cases where there is a risk to life or, the referral is recommended by the CMO.

When making these management referrals to the CSEAS the referring party should be conscious of his/her obligations to staff members under data protection legislation and GDPR in relation to personal data and special category personal data (including information about a staff member's physical or mental health). The CSEAS maintains normal professional standards in relation to confidentiality and sharing of personal data. Summary information only should be provided to the CSEAS.

The Management Referral Template is available at [Appendix 4](#)

8.5. Considerations by management before making referrals to the CSEAS

8.5.1. Suggested referral (see paragraph 8.2 above on suggested referrals)

Suggested referral should be considered as a first option. This can include encouraging staff to avail of the Service either in conversation, meetings or in writing.

8.5.2 Agreed management referral

Where self-referral does not seem to be a realistic way forward, the manager may discuss a proposed management referral with the staff member with a view to the staff member agreeing to the referral being made. The manager can then complete the referral form (appendix 4) and the CSEAS will progress the referral. It is good practice for the manager to keep a record of the conversation held with

the staff member about the referral. The manager may also consider copying the staff member when making the management referral.

8.5.2. Non-agreed management referral to CSEAS

There are circumstances in which a management referral will be appropriate without prior discussion with the staff member (see paragraph 8.4 on Management Referrals). The manager may consult with the CSEAS to discuss the circumstances (without providing the staff member's name) and consider the best options in the situation (see para 7 above – manager consultation with the CSEAS). The CSEAS will explore options with the manager to support the staff member. Consultation with the CSEAS in advance of making a non-agreed management referral is strongly advised.

9. Confirmation of engagement⁴ with the CSEAS

Where a staff member is referred to the CSEAS by HR or Line Management, confirmation of attendance/engagement⁴ will be made available to the referring party. Further feedback, if any, will be agreed with the staff member in advance. Where an individual chooses not to avail of the CSEAS, this will be relayed to the referring party. All CSEAS clients can request letters of attendance for all CSEAS appointments.

A schedule of CSEAS Services is available at [Appendix 3](#)

10. Review of Service Delivery

These protocols will be kept under review by the CSEAS.

11. CSEAS Annual Activity Report

An annual activity report will be published and circulated to HR Divisions. It will also be placed on the CSEAS website

12. Appendices

Appendix 1 – CSEAS contact details

Appendix 2 – CSEAS response times

Appendix 3 – Schedule of CSEAS Services

Appendix 4 – Template to use when making management referrals to the CSEAS

⁴ Engagement means that an individual has connected with the CSEAS in a meaningful way. Contact with the Service may range from one session to on-going short or longer term engagement.

Section 2 Appendices

Appendix 1: CSEAS Contact Details

CSEAS Helpdesk

CSEAS Head Office

4th Floor, St Stephens's Green House

Earlsfort Terrace

Dublin 2

D02 PH42

Tel: 0761 000 030

***Monday – Thursday: 9.00am – 5.45pm *Friday: 9.00am – 5.15pm**

***excluding bank holidays**

Callers will initially hear a short briefing on GDPR in advance of being connected to the CSEAS Helpdesk

Email: cseas@per.gov.ie

Website: www.cseas.per.gov.ie

EMPLOYEE ASSISTANCE OFFICERS (EAOs) ARE BASED IN THE FOLLOWING LOCATIONS:

Dublin, Tullamore, Cork, Limerick, Castlebar, Sligo

**See the CSEAS website for individual contact details for each Employee Assistance Officer
www.cseas.per.gov.ie**

Appendix 2: CSEAS Response Times*

Hours of Service: Monday to Thursday 9.00am – 5.45pm, Friday 9.00am – 5.15pm (excluding bank holidays)**

EVENT	RESPONSE	ACTION	WHERE MEETING/PHONE CONSULTATION IS SOUGHT
Phone call to central CSEAS number	Phone answered Details taken. Passed to relevant EAO if necessary	Relevant EAO will contact caller within two working days	Where client is in same area as EAO Meeting arranged within 5 working days – or to suit client’s schedule. If relevant EAO is unavailable within 5 days, an appointment with an alternative EAO can be sought. Where meeting involves travel by EAO or by client Meeting arranged as soon as practicable and to suit client’s/EAO’s schedule – telephone consultation available as interim measure
	Call diverted to voicemail Voicemail is available if all response officers are engaged	Same day voicemail check and call back within two working days by either admin or by the relevant EAO	
	Outside office hours Voicemail available outside office hours	Voicemails will be addressed within two working days	
Email to central address	Acknowledged by email within 2 working days, and forwarded to relevant EAO	Relevant EAO will respond within two working days following their receipt of the email	As above
	Outside office hours Acknowledgement by email within two working days and forwarded to relevant EAO	Relevant EAO will respond within two working days following their receipt of the email	
Phone call to EAO’s direct line	Call answered	Response by EAO	As above
	EAO in office but unavailable - voicemail available	Call returned within two working days	
	EAO out of the office – an out of office message indicating alternative phone numbers to contact	Caller will be directed to alternative phone number for CSEAS	
Email to EAO’s address	Email acknowledged/responded to within 2 working days	Where EAO is not available an out of office message will be available with alternative contact details for CSEAS.	Out of office message will redirect service user to CSEAS central point of contact and the services of an alternative EAO can be made available if required
Correspondence addressed to CSEAS central office	Forwarded to relevant EAO for action	Letter acknowledged/responded to within 2 working days of EAO receiving it.	As above
Correspondence addressed to an EAO	Received by EAO	Letter acknowledged/responded to within 2 working days of EAO receiving it.	As above

* CSEAS will endeavour to respond to any communication as soon as possible. The above represent maximum response times.

** If a particular EAO is unavailable for any reason e.g. annual leave, the caller may contact the CSEAS central telephone number 0761 000 030 to speak to an alternative EAO

Appendix 3:

Schedule of CSEAS Services

Service to HR

- Management* Referrals Page 11
- Suggested Referrals Page 12
- CMO Referrals Page 13
- Traumatic Incidents Page 14
- Regular Meetings with EAO..... Page 15

Service to Individuals (self-referrals)

- CSEAS Service to individuals..... Page 16
- Case Categories
 - Work-related.....Page 17
 - Personal Page 18

Service to Line Management

- Support/Advice to Line Management.... Page 19
- Management Referrals Page 20
- Suggested Referrals Page 21

Additional Services

- Proactive Initiatives Page 21
- Communications..... Page 21

Confidentiality

- Confidentiality Page 23

*The terms managers and management in this document refer to both HR personnel and line managers

Service to HR – Management Referrals⁵

*Management referrals arise where HR or line management asks the CSEAS to make contact with a staff member (SM).

As of the 25th May 2018, the CSEAS accept management referrals where:

- there is a threat to life
- the referral has been recommended by the office of the CMO

Please read Paragraphs 7 & 8 in Section 1 above for full details on consultation with and referrals to the CSEAS.

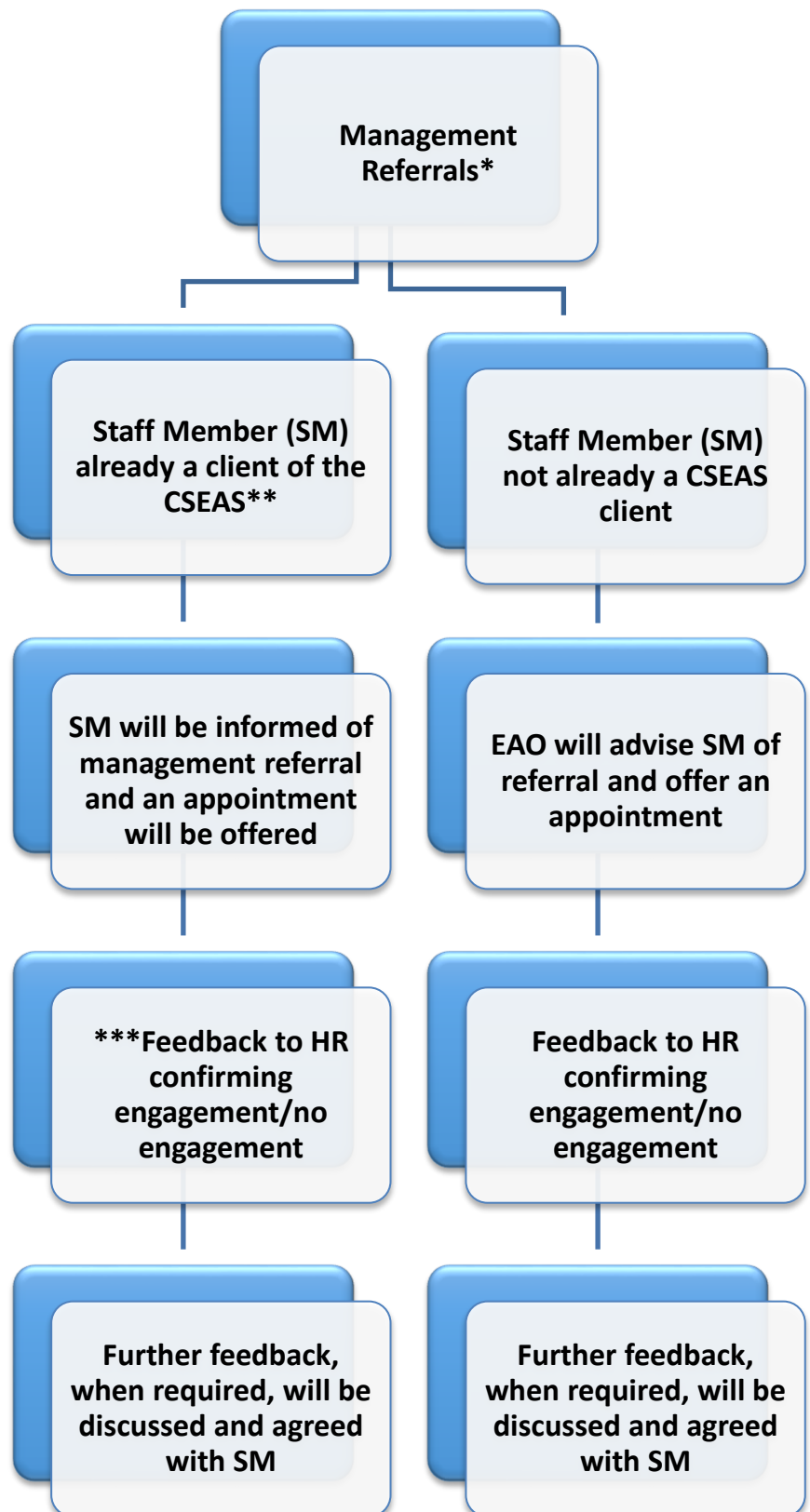
HR and Managers are reminded of their obligations under the General Data Protection Regulation 2016/679 (GDPR) and the Data Protection Acts 1988 – 2018 in relation to sharing personal and special category data. Please consider discussing the management referral with the SM before making the referral.

Please see referral template at Appendix 4 of this document, which should be used when making the referral

It may arise that an urgent response is required. Consultation with the CSEAS in these situations, by email or phone, is recommended to consider best response options. Consultation should be done on an anonymised basis in the first instance.

** CSEAS client refers to a staff member who is currently attending the CSEAS.

*** HR will be conscious of, and respect, the CSEAS/client confidentiality



⁵ See page 23 in relation to confidentiality

Service to HR – Suggested Referrals⁶

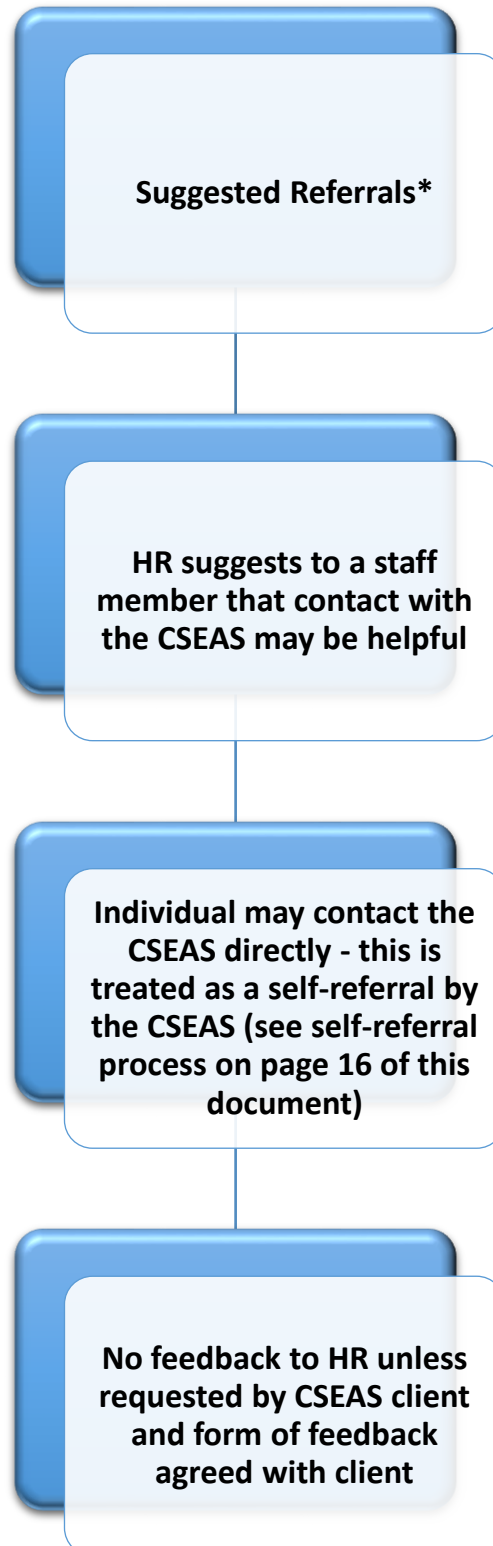
*Suggested referrals can arise where a staff member discloses to HR or line management that he or she is experiencing personal and/or work-related challenges, or where management becomes aware of such a situation.

HR personnel or line management may suggest to the staff member (SM) that contact with the CSEAS may be helpful & leave it to the SM to contact the CSEAS if he/she wishes.

CSEAS will treat this as a self-referral as the SM will be contacting the Service directly. There will not, therefore, be feedback to HR.

The SM may ask CSEAS to confirm his/her engagement with the Service to HR or line management. This will be discussed with the SM, feedback agreed and appropriate consent obtained.

Other parties may also suggest/recommend the CSEAS to a SM e.g. PeoplePoint, CMO, Trade Unions.



⁶ See page 23 in relation to confidentiality

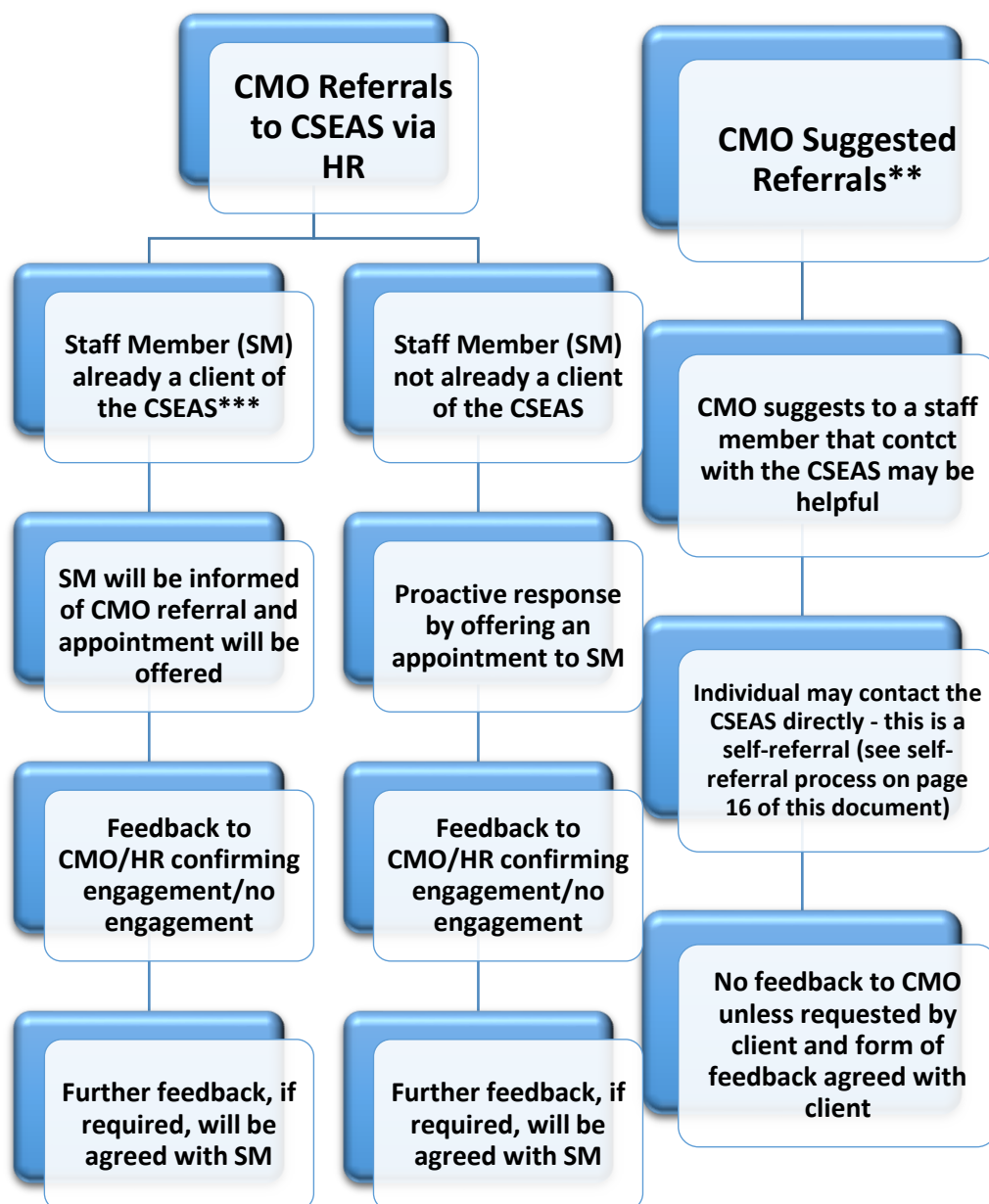
Service to HR – Referrals from CMO*⁷

*When referrals are made to the CMO by HR, the CMO may, when responding to HR, recommend referring the staff member (SM) to the CSEAS. This can arise where a SM is absent on protracted sick leave, or where the CMO considers that CSEAS involvement may be helpful.

While HR personnel are not required to engage in SM consultation for management referrals resulting from CMO recommendation, it is good practice to let the SM know that the referral to the CSEAS is in train.

** CMO may suggest to the staff member that contact with the CSEAS may be helpful & leave it to the SM to contact the CSEAS if he/she wishes. There will not be feedback to HR/CMO.

*** Client refers to a staff member who is currently attending the CSEAS.



⁷ See page 23 in relation to confidentiality

Service to HR or Line Management – Response to Traumatic Incidents

* Traumatic incidents can include:

- Death in Service
- Suicides
- Suicide intent expressed by staff member (SM)
- Violent workplace incidents e.g. within workplace or from member of the public
- Threats from members of the public

Traumatic Workplace Incident*

Urgent and appropriate response by EAO or team of EAOs if required

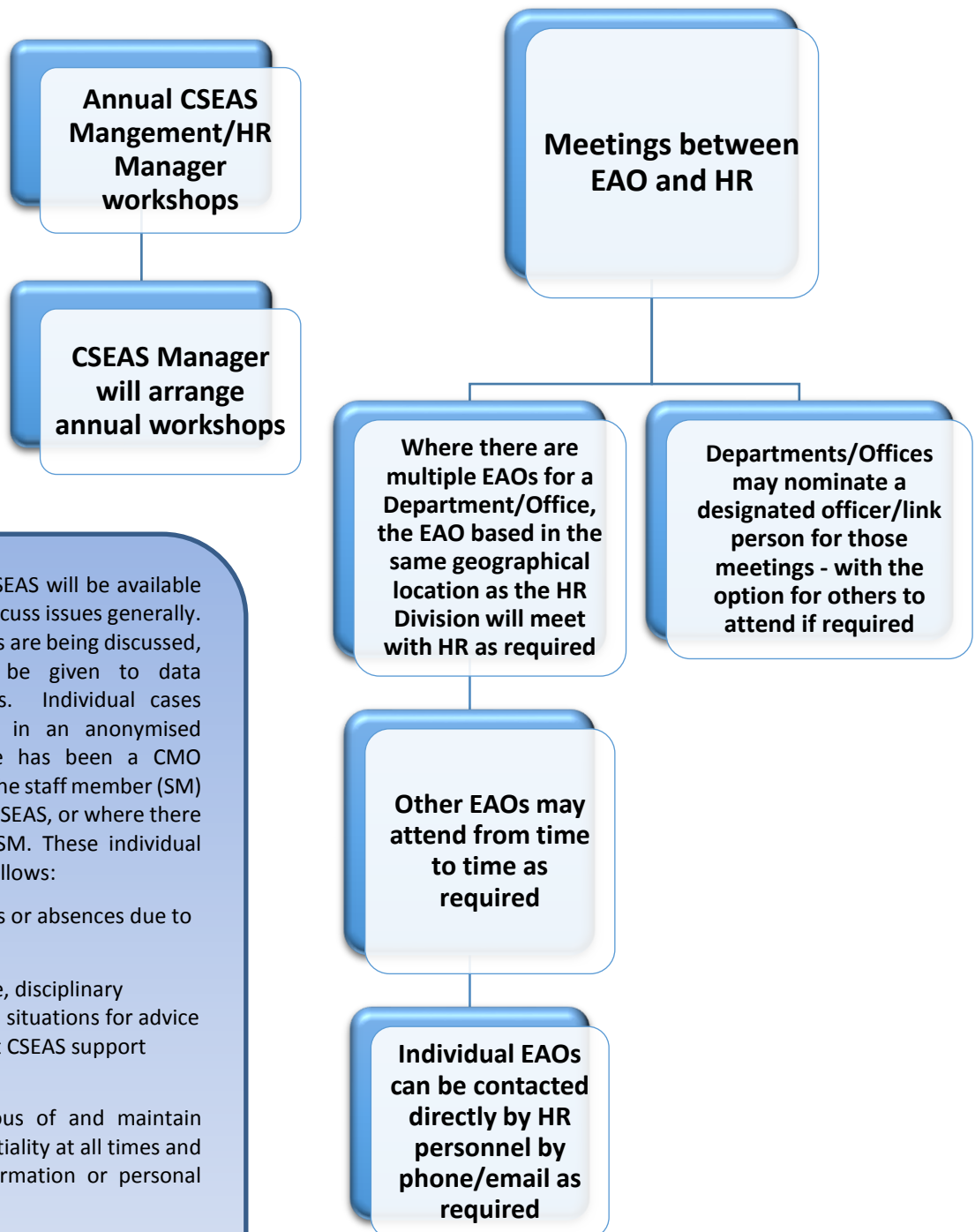
Prompt attendance at site if required

Feedback to HR or Line Management as appropriate

Follow up one-to-one support for staff members

Further feedback to HR or Line Management as appropriate and with client consent

Service to HR – Regular* Meetings



*It is intended that CSEAS will be available to meet with HR to discuss issues generally. Where individual cases are being discussed, due regard should be given to data protection obligations. Individual cases should be discussed in an anonymised fashion, unless there has been a CMO recommendation for the staff member (SM) to be referred to the CSEAS, or where there is consent from the SM. These individual cases might arise as follows:

- Sick leave absences or absences due to stress, anxiety etc.
- Underperformance, disciplinary matters or unusual situations for advice where it is felt that CSEAS support might be helpful

EAOs will be conscious of and maintain CSEAS/client confidentiality at all times and not disclose any information or personal data.

HR will be conscious of and respect the CSEAS/Client confidentiality parameters.

Other issues may be discussed such as proactive requirements within the particular department. See page 22 for details of additional services.

* The frequency of contact may vary between the CSEAS and the relevant Department/Office and may take place as required

Service to Individuals – Self-referred clients of the CSEAS⁸

*Service to staff members who are experiencing workplace and/or personal difficulties or challenges includes:

- Assistance in evaluating difficulties
- Help in planning a structured approach to coping with and/or resolving issues
- Referral to external agencies as appropriate & in agreement with the individual
- Information point
- Signpost to other resources
- On-going support

** Confidentiality is between the client and the CSEAS. Consent will be sought where EAO and client consider it would be useful to provide feedback / share information with third parties e.g. HR, line management, GP next-of-kin or others.

N.B. See exceptions to confidentiality on P23

***Individual staff members may contact the CSEAS by phone, email or post**

Telephone consultations or appointments will be arranged as necessary

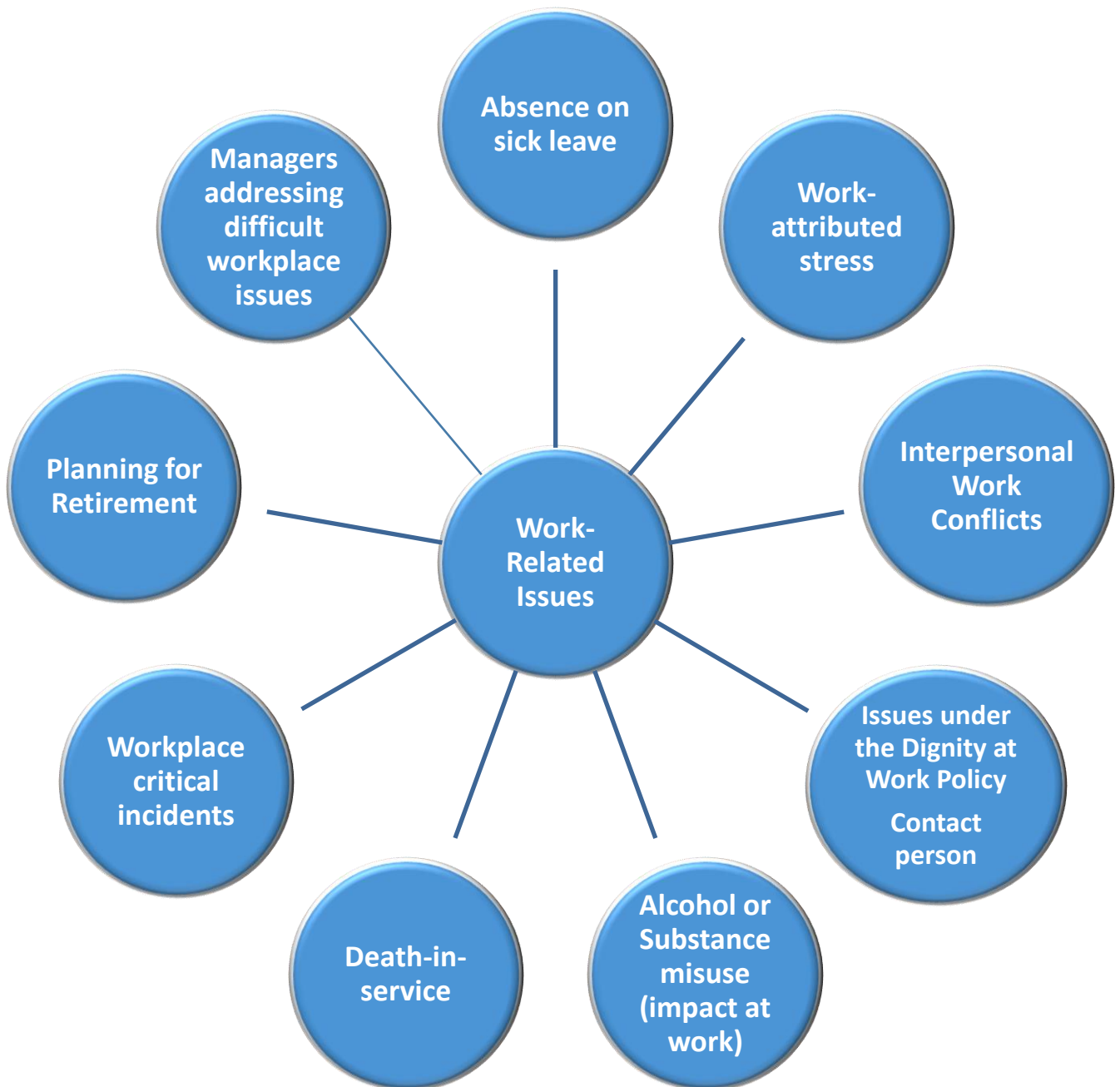
Support will be provided to assist client in planning a structured approach to the challenge/difficulty presenting

Should it be necessary, an urgent response will be available from the on-duty EAO if the designated EAO is unavailable

****Confidentiality - see side panel and page 23**

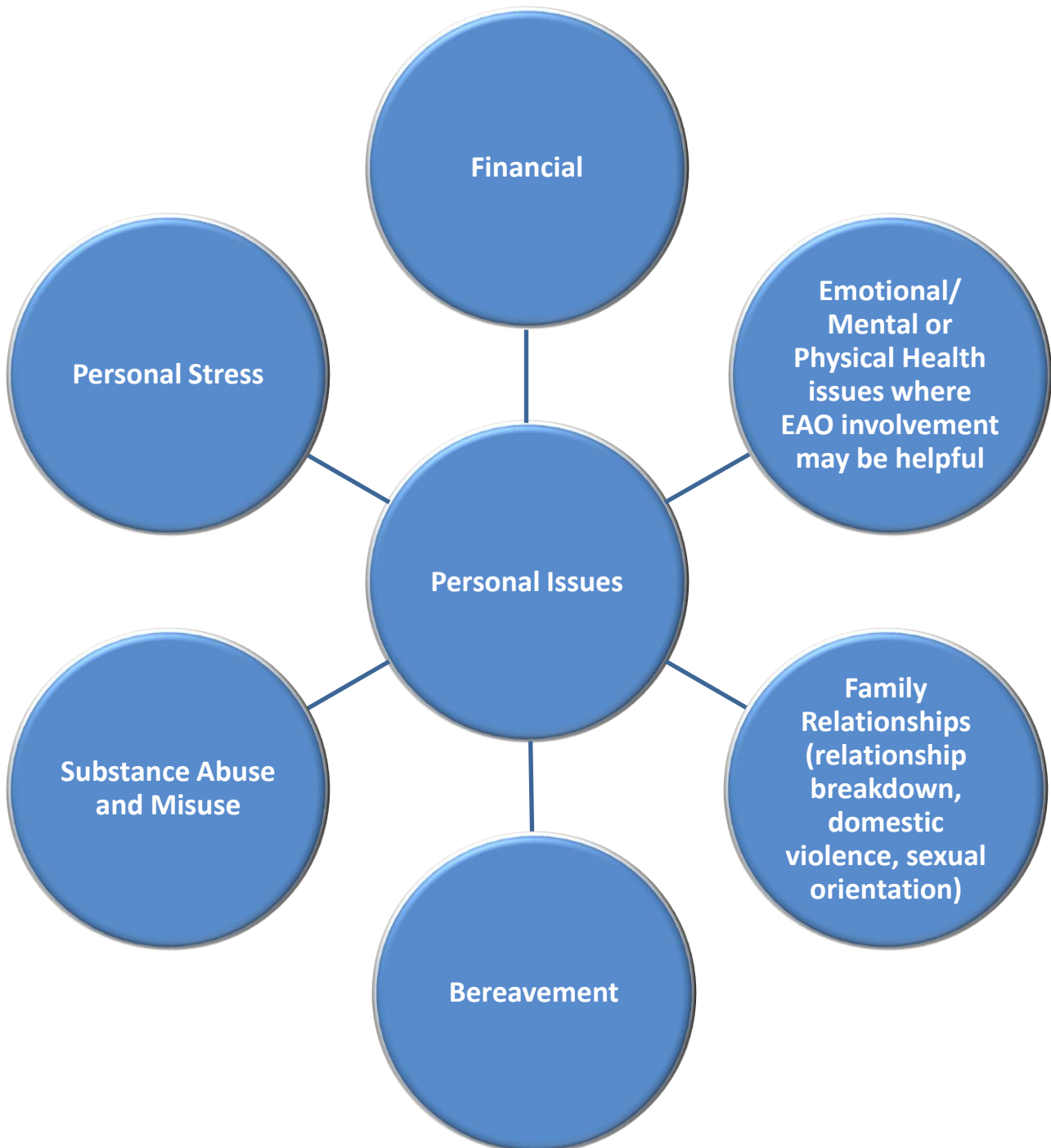
⁸ See page 23 in relation to confidentiality

Service to Individuals – Self-referred clients of the CSEAS⁹
Work-place issues for which CSEAS support is available
includes (not limited to)



⁹ See page 23 in relation to confidentiality

Service to Individuals – Self-referred clients of the CSEAS¹⁰
Personal issues for which CSEAS support is available includes
(not limited to)



¹⁰ See page 23 in relation to confidentiality

Service to Line Management (LM) Support and Advice¹¹

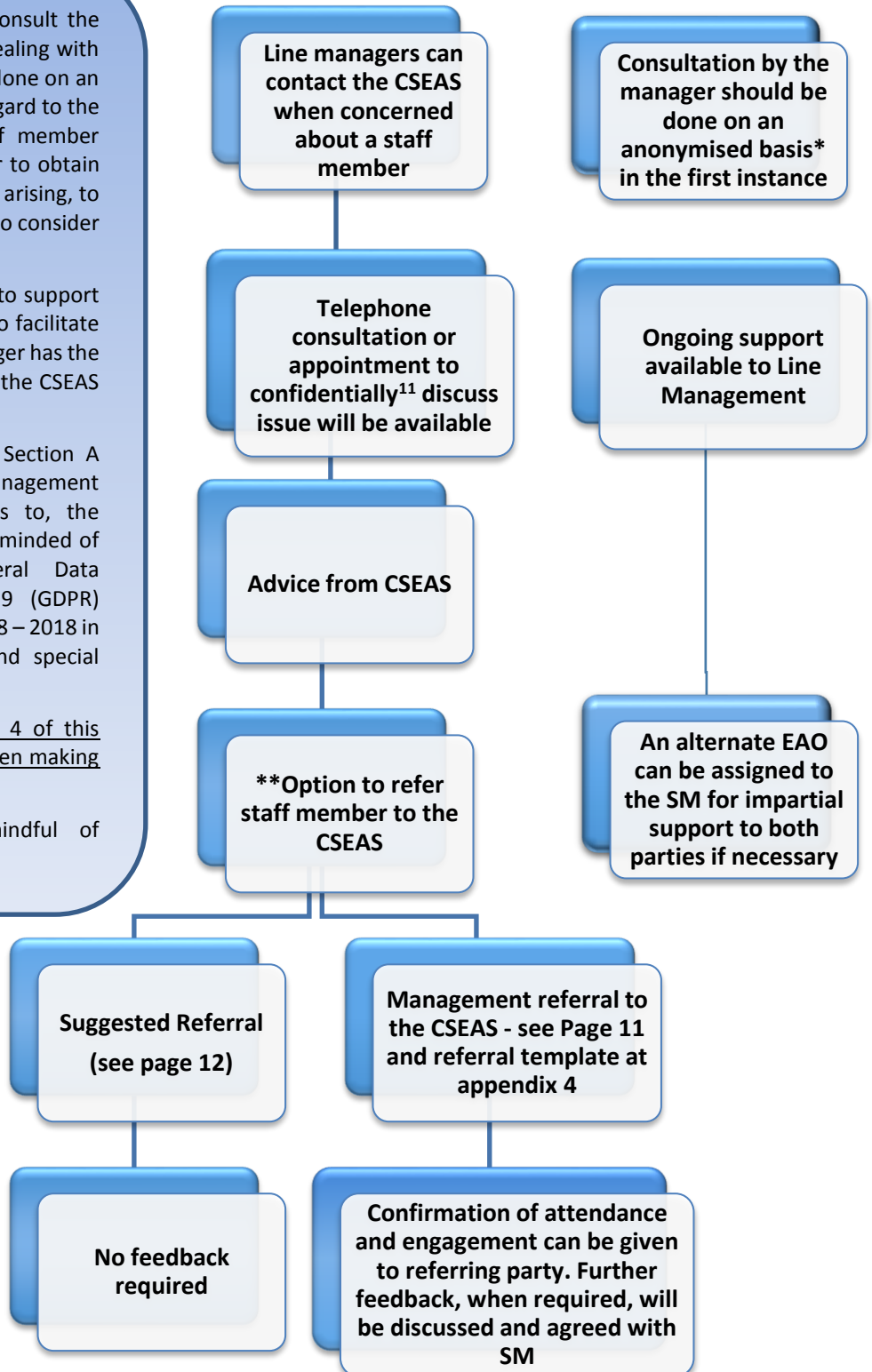
* In any situation, managers can consult the CSEAS for guidance and advice in dealing with staff welfare issues. This should be done on an anonymised basis thus giving due regard to the data protection rights of the staff member concerned. This allows the manager to obtain support in dealing with the situation arising, to look at options for managing it and, to consider appropriate referrals.

Every effort will be made by CSEAS to support managers in these situations so as to facilitate a positive outcome for all. The manager has the option of suggesting the services of the CSEAS to the staff member.

** Please read sections 7 & 8 in Section A above for full details on management consultation with and referrals to, the CSEAS. HR and Managers are reminded of obligations under the General Data Protection Regulation 2016/679 (GDPR) and the Data Protection Acts 1988 – 2018 in relation to sharing personal and special category data.

See referral template at Appendix 4 of this document which should be used when making the referral

Managers also need to be mindful of CSEAS/Client confidentiality.



¹¹ See page 23 in relation to confidentiality

Service to Line Managers – Management Referrals ¹²

* Management referrals arise where HR or line management asks the CSEAS to make contact with a staff member (SM).

The CSEAS accept management referrals where:

- There is a threat to life
- Where the referral has been recommended by the office of the CMO

Please read Paragraphs 7 & 8 in Section 1 above for full details on consultation with and referrals to the CSEAS.

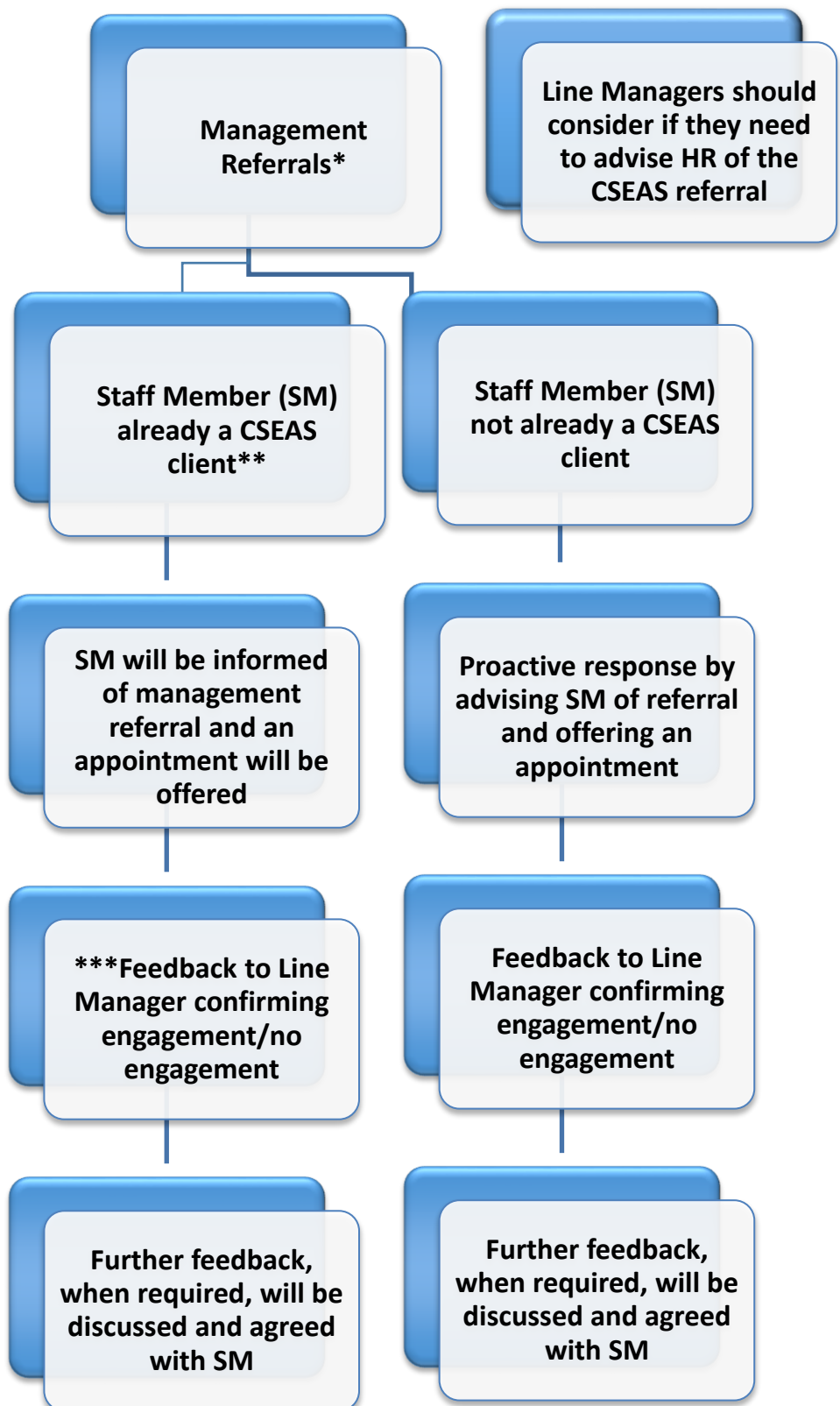
HR and Managers are reminded of their obligations under the General Data Protection Regulation 2016/679 (GDPR) and the Data Protection Acts 1988 – 2018 in relation to sharing personal and special category data. Please consider discussing the management referral with the SM before making the referral.

Please see referral template at Appendix 4 of this document, which should be used when making the referral

It may arise that an urgent response is required. Consultation with the CSEAS in these situations, by email or phone, is recommended to consider best response options. Consultation should be done on an anonymised basis in the first instance.

** CSEAS client refers to a staff member who is currently attending the CSEAS.

*** Managers will be conscious of, and respect, the CSEAS/client confidentiality



¹² See page 23 in relation to confidentiality

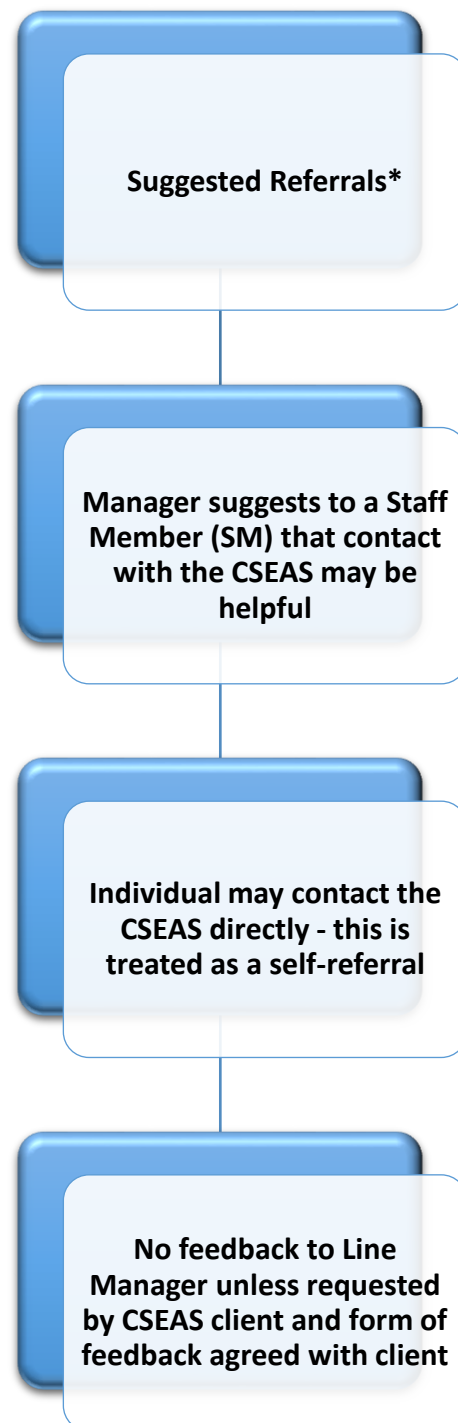
Service to Line Managers - Suggested Referrals¹³

*Suggested referrals can arise where a staff member (SM) discloses to HR or line management that he or she is experiencing personal and/or work-related challenges, or where management becomes aware of such a situation.

HR personnel or line management may suggest to the that contact with the CSEAS may be helpful and leave it to the SM to contact the CSEAS if he/she so wishes.

CSEAS will treat this as a self-referral as the SM will be contacting the Service directly. There will be no feedback to line manager or HR in this instance.

The SM may ask CSEAS to confirm his/her engagement with the Service to HR or line management. This will be discussed with the SM, feedback agreed and appropriate consent obtained.



¹³ See page in relation to confidentiality

Additional Services

****Presentations**

available include:

- Introduction to CSEAS
- Dignity at Work
- Stress Management
- Mental Health and Wellbeing
- How the CSEAS can support line managers
- Self-care in dealing with abusive or distressing customers
- Harmony at Work
- Building Resilience

Proactive Initiatives

Communications

CSEAS is available to deliver presentations on request**



CSEAS Confidentiality Statement

The CSEAS provides a confidential¹⁴ support service to staff and management designed to assist employees to manage work and life difficulties, which if left unattended, could adversely affect work performance and/or attendance and quality of life. It is a centralised service within the Department of Public Expenditure and Reform and operates on a regional basis.

Information and personal data disclosed by employees, including disclosure of a disability, to the CSEAS will not be shared with the employee's employer/line manager or any other third party outside of the CSEAS without the prior knowledge and consent of the individual (exceptions are listed below). This is in keeping with normal professional standards and is part of the duty of confidence.

Self-disclosure, as appropriate, will be encouraged in employees' best interests. For example, if an employee tells his or her employer about a previously undisclosed disability, some issues could be alleviated by the making of "reasonable accommodations".

Exceptions to confidentiality

- Life-threatening situations to the individual, other parties or the public;
- Where there is a statutory responsibility to report;
- Where required by a court or legal process to do so;
- Where non-disclosure of information could compromise the CSEAS;
- Where the CSEAS becomes aware of a breach in criminal law, disclosure may be necessary.

Management Referrals where there is a risk to life e.g. suicide intent, or where it has been recommended by the Office of the Chief Medical Officer.

As of 25th May 2018, the CSEAS only accepts management referrals in these situations. Confirmation of attendance/engagement¹⁵ will be made available to the referring manager. Any proposed feedback will be agreed with and consented to by the staff member in advance. Where an individual chooses not to avail of the CSEAS, this will be relayed to the referring party, i.e. HR, line management or CMO as appropriate.

Records

CSEAS holds service user records in compliance with the Data Protection Acts 1988 – 2003 and the EU General Data Protection Regulation 2016/679 (GDPR).

Full details on the CSEAS are available on the CSEAS website www.cseas.per.gov.ie

CSEAS Protocols on Confidentiality are available on the CSEAS website www.cseas.per.gov.ie

¹⁴ Exceptions apply – listed under ***Exceptions to confidentiality above***

¹⁵ Engagement means that an individual has engaged with the CSEAS in a meaningful way. Contact with the Service may range from one session to on-going short or longer term engagement.

Appendix 4: Template to be used when making management¹⁶ referrals to the Civil Service Employee Assistance Service (CSEAS)

As of May 25th 2018, the CSEAS is committed to GDPR Compliance. As such, the CSEAS will accept Management Referrals in the following situations only

- Where there is a risk to life e.g. suicidal intent
- Where the referral has been recommended by the Office of the Chief Medical Officer (CMO)

Referral Type

HR / Management Referral – Where there is a risk to life

☐

HR Referral on the advice of the CMO

☐

Information on the staff member being referred

Name	_____
Department	_____
Work Location	_____
Home Address	_____
Grade	_____
Phone Number	_____
Email address	_____

¹⁶ Management referrals occur where HR Divisions or Line Managers ask the CSEAS to make contact with a staff member stating the reasons for the referral. Choosing to avail of the support offered by the CSEAS rests with the staff member.

Brief Summary/Overview of the reason for the referral

Have you discussed this management referral with the staff member?

Yes

☐

No

☐

Details of person making the referral

Name	<input type="text"/>		
Grade	<input type="text"/>		
Department	<input type="text"/>		
Work Location	<input type="text"/>		
Line Manager	<input type="checkbox"/>	HR	<input type="checkbox"/>
Phone Number	<input type="text"/>		
Email address	<input type="text"/>		
Date	<input type="text"/>		

Contact details for Employee Assistance Officers and the range of services provided by the CSEAS are available at www.cseas.per.gov.ie

Tel: 0761 000 030

email: cseas@per.gov.ie

website: www.cseas.per.gov.ie