# Template to be used when making management 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)**

## Please read guidance note attached

## 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

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| **Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Department \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Work Location \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Home Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Grade \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Email address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

## Brief Summary/Overview of the reason for the referral

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## Have you discussed this management referral with the staff member?

**Yes No**

## Details of person making the referral

|  |
| --- |
| **Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Grade \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Department \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Work Location \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Line Manager HR**  **Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Email address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**Contact details for Employee Assistance Officers and the range of services provided by the CSEAS are available at** [**www.cseas.per.gov.ie**](http://www.cseas.per.gov.ie)

# CSEAS Guidance Note in relation to Management Referrals to the CSEAS

# May 2018

# Manager[[1]](#footnote-1) 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 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.

The CSEAS only accepts management referrals where there is a risk to life, or, where the referral has been recommended by the Office of the Chief Medical Officer (CMO).

# Referrals to CSEAS

## Self-referral

A staff member can self-refer to the CSEAS by contacting the Service directly. There is no feedback to management.

## 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 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 CSEAS has the consent of the staff member to do so.

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

## **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.

## 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, if 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.

# Confirmation of engagement[[2]](#footnote-2) with the CSEAS

In the management referral situations outlined above, confirmation of attendance/engagement 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.

1. **CSEAS Confidentiality**

Information and personal data disclosed by service users to the CSEAS, including disclosure of a disability, will not be shared with their employer or manager, or with any third party outside of the CSEAS, without the prior knowledge and consent of the individual (exceptions are listed below).

Self-disclosure, as appropriate, will be encouraged in the employee’s 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

1. The terms managers and management in this document refer to both HR personnel and line managers [↑](#footnote-ref-1)
2. 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. [↑](#footnote-ref-2)