

Referring employees to EAP: HR and manager tip sheet

SupportLinc is the Employee Assistance Program (EAP) for Help at Home. This guide helps human resources and managers confidently refer employees to SupportLinc when personal challenges may impact their wellbeing or job performance without making it seem like you're offering therapy.

Essential guidelines for making a referral

- Use a supportive tone rather than a clinical or corrective one
- Emphasize that the service is confidential and free
- Normalize use of SupportLinc as a benefit, not a sign of weakness
- Focus the conversation on wellbeing and available support, not on diagnosis

Common scenarios and sample language

- **Stress or burnout:** When an employee mentions being stressed, overwhelmed or showing signs of emotional fatigue.
Consider saying: "You seem to be handling a lot, and I want to ensure you feel supported. SupportLinc is free, and can provide confidential help, even if you just need to talk things through and get helpful tools for managing stress."
- **Relationship or divorce issues:** When an employee shares they're going through a breakup or stressful family situation.
Consider saying: "That's a lot to go through. I'm really sorry you're dealing with it. SupportLinc is a confidential resource that can help you work through personal situations, and they are great at supporting people through life changes."
- **Caregiving for an aging parent:** If an employee is frequently late, distracted or stressed by elder care concerns.
Consider saying: "Caregiving can be exhausting. SupportLinc has elder care experts who understand what you're going through. They can also help you find additional resources to make it easier."
- **Parenting or family challenges:** When an employee talks about parenting stress, issues with teens or household conflict.
Consider saying: "Parenting can be difficult and impact many areas of your life. SupportLinc offers help for family challenges. Sometimes, just having a neutral, supportive person to talk to makes a big difference."
- **Grief or loss:** When an employee is grieving the loss of a loved one or has recently experienced a significant loss.
Consider saying: "I know grief doesn't stay at home. SupportLinc offers help for coping with loss. You can speak to someone confidentially. It's free and might be a good outlet for processing your thoughts and emotions."
- **Financial or legal concerns:** If an employee mentions money stress, housing problems or legal issues (unrelated to something in the workplace).
Consider saying: "As well as helping with the emotions you have about these issues, SupportLinc provides financial and legal assistance, with consultations and referrals to help you with what you're facing."



Download the
MyCuraLinc
app today.



888-491-6819



mysupportlinc.com
group code: helpathome

How to make the referral

- **Step 1:** Express care and concern (not judgment). Emphasize that the service is confidential and free
- **Step 2:** Mention the EAP as a **free, confidential resource**
- **Step 3:** Provide the **EAP phone number (888-491-6819)**, **www.mysupportlinc.com** group code: **helppathome** or program flyer
- **Step 4:** Follow up supportively in a few days, if appropriate

For managers

If you're unsure how to approach an employee or want help navigating a sensitive conversation, reach out to HR or ask the EAP for a management consultation.

Sample script for starting the conversation

"I've noticed you seem to have a lot going on, and I just want to remind you that the EAP is available. SupportLinc is free, confidential and can help with things like stress, grief, family challenges, or even legal or financial issues. I can get you the contact information if that would be helpful. No one will have to know whether you contact them."

SupportLinc eligibility

SupportLinc is provided at no cost to Help at Home employees and their household members – including spouses and other dependents – with up to five (5) short-term counseling sessions per concern per year. Employees are not required to be enrolled in the medical benefits plan to participate in the EAP.

SupportLinc EAP

The program provides expert guidance to cope with and resolve a variety of concerns, including, but not limited to:

- Depression, anxiety or stress
- Grief and loss
- Marriage and relationship problems
- Family or parenting issues
- Substance use concerns
- Anger management
- Caregiver support needs
- Maternity leave
- Work-related pressures
- Navigating life's challenges and demands
- Situations that may be difficult to resolve
- Suicidal ideation
- Mindfulness and meditation
- Sleep fitness



Download the
MyCuraLinc
app today.



888-491-6819



mysupportlinc.com
group code: [helppathome](#)