



# Mandatory Referral Process Guide



**At Bree Health, we understand that employees sometimes face challenges that impact their work performance and well-being. The Mandatory Referral Process is designed to provide structured, professional support to help employees stabilize, improve performance, and succeed in their roles.**

## Reasons for a Mandatory Referral

- **Attendance Issues:** Frequent absenteeism, tardiness, or presenteeism affecting job performance.
- **Decline in Performance:** Noticeable drop in work quality, productivity, or ability to meet responsibilities.
- **Behavioral Concerns:** Disruptive, disrespectful, or inappropriate workplace behavior.
- **Substance Use:** Positive drug screenings, suspected impairment, or violations of workplace policies.
- **Workplace Conflicts:** Ongoing issues with co-workers, supervisors, or team dynamics.
- **Policy Violations:** Disregard for workplace rules, safety protocols, or ethical standards.
- **Safety Risks:** Concerns about an employee's ability to perform job duties safely due to health, behavior, or external factors.

## Types of Mandatory Referrals

### Standard Referral

For performance-related concerns such as absenteeism, workplace conflicts, or behavioral issues.

- Provides up to three (3) confidential counseling sessions with a Bree Health provider to address challenges and develop coping strategies.
- Helps employees identify barriers, improve workplace performance, and enhance professional relationships.
- Bree Health tracks compliance and shares attendance updates with HR while maintaining confidentiality.
- After completing the required sessions, employees may choose to continue voluntary counseling for additional support.

## Substance Abuse Mandate

For employees who fail a drug test or show signs of substance use in the workplace.

- Requires an evaluation with a Substance Abuse Professional (SAP) to determine the appropriate level of care.
- Typically includes 1 to 5 sessions, with recommendations for treatment such as counseling or rehabilitation.
- Bree Health tracks compliance and provides HR with attendance updates.
- Any additional treatment costs beyond the initial sessions are the employee's responsibility.
- The goal is to help employees address substance use concerns and return to work safely.

## Fitness for Duty (FFD) Evaluation

For employees whose mental or physical health may impact their ability to perform job duties safely.

- Requires evaluation by a Psychologist, Psychiatrist, Medical Doctor, or other qualified provider.
- Determines if the employee can safely perform essential job functions.
- May include treatment recommendations such as counseling or rehabilitation.
- A comprehensive FFD report is provided to the employer.
- The final decision on the employee's return to work rests with the employer.

## DOT SAP Mandate (For Department of Transportation-Regulated Employees)

For employees in DOT-regulated roles who fail a drug test or are suspected of impairment.

- Employees must complete a qualified SAP evaluation as required by DOT regulations.
- The SAP provider recommends a structured treatment plan, which may include rehabilitation or counseling.
- The evaluation process typically includes 1 to 5 sessions.
- Employees must attend follow-up SAP sessions (1-2 additional meetings) before returning to work.
- Bree Health provides compliance updates to HR, but the employer makes the final return-to-work decision.
- Any additional treatment costs beyond initial sessions are the employee's responsibility.
- See the following website for a complete list of employees subject to DOT requirements:  
[https://www.transportation.gov/odapc/employees\\_covered\\_under\\_DOT\\_testing\\_regulation\\_49\\_CFR\\_Part\\_40](https://www.transportation.gov/odapc/employees_covered_under_DOT_testing_regulation_49_CFR_Part_40)

DOT regulations require employees to complete the SAP process, follow treatment recommendations, and receive clearance before returning to safety-sensitive roles. Compliance ensures workplace safety and supports employee well-being.

## Supervisor Do's & Don'ts

### Step 1: Initiating the Referral

- HR or a supervisor contacts Bree Health to discuss the situation.
- Bree Health consults on the appropriate type of mandate and provides guidance.
- A Release of Information (ROI) form is provided, which must be signed by the employee for compliance tracking.

### Step 2: Employee Intake & Assessment

- The employee contacts Bree Health for a confidential intake session.
- An intake specialist explains the process, expectations, and confidentiality policies.
- Bree Health connects the employee with the appropriate provider or treatment resource.

### Step 3: Compliance & Monitoring

- Bree Health tracks attendance and reports compliance updates to HR.
- If the employee misses required sessions, HR is notified.
- For substance abuse and DOT SAP mandates, treatment progress and provider recommendations are shared as needed.

### Step 4: Completion & Next Step

- Bree Health provides final compliance documentation to HR.
- The employee may return to work, continue voluntary counseling, or pursue further treatment if recommended.
- HR determines any necessary workplace adjustments or reintegration plans.

### ✓ What Supervisors Should Do:

- Monitor job performance and document concerns with specific examples.
- Discuss concerns privately with the employee before initiating a referral.
- Encourage employees to use Bree Health's confidential support services.
- Clearly outline expectations for improvement and review progress.

### ✗ What Supervisors Should Avoid:

- Don't attempt to diagnose an employee's mental health or substance use.
- Don't cover up for an employee due to personal relationships.
- Don't provide vague feedback—focus on job performance and workplace behavior.
- Don't moralize—the goal is to help employees succeed, not pass judgment.

## Get Support & Make a Referral

Bree Health provides structured support to help employees navigate challenges while ensuring a safe and productive workplace. Our Mandatory Referral Process connects employees with expert assessments, counseling, and tailored interventions to promote well-being and job success. If you have questions or need to initiate a referral, Bree Health is here to help—confidentially and with care.