

# A Guide to Personal Referrals

Sometimes, you may become aware that an employee is having personal difficulties. About 8% of employees find their way to LifeMatters because their supervisor or an HR staff member recommended that they call.

A personal referral is:

- ▶ A reminder that LifeMatters is available
- ▶ Generally occurs in situations where there are no or minimal performance problems
- ▶ Does not occur in conjunction with job action or formal performance improvement efforts
- ▶ May still involve the supervisor or manager calling LifeMatters to:
  - Clarify information about available services
  - Alert LifeMatters that the employee may be calling for assistance

To expedite a personal referral, it may be helpful to:

- ▶ Give the employee a brochure or other written information about LifeMatters.
- ▶ Remind the employee that LifeMatters is free, confidential, and available at all times.



- ▶ If the employee appears reluctant, encourage her or him to at least:
  - Contact LifeMatters for more information
  - Visit [mylifematters.com](http://mylifematters.com) or download the LifeMatters app

Remind the employee that he or she can choose to remain anonymous when contacting LifeMatters for assistance.

To make a personal referral, call 1-800-367-7474. Consultation and assistance is available 24/7/365.

Call the **LifeMatters®** by Empathia Management  
Consultation Service toll-free anytime. **1-800-367-7474**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365  
Call collect to **262-574-2509** if outside of North America  
Visit **LifeMatters®** online at [mylifematters.com](http://mylifematters.com)  
 [facebook.com/lifematterseap](https://facebook.com/lifematterseap)



Language assistance services in your preferred spoken and written languages are available at no cost by calling 1-800-367-7474.