

Employee Assistance Programme (EAP)



The right help at the right time . . .

Our fully supported Employee Assistance Programme (EAP) is the ideal management tool for improving the psychological and emotional wellbeing of your employees. The EAP also has an intrinsic value in regards to tackling stress in the workplace, decreasing employee absence and increasing retention as well as assisting you to meet your duty of care obligations.

Integrated EAPs have demonstrated the benefit of prevention over cure, thereby saving time and money that can be lost through absence, mistakes and lack of productivity.

Our EAP consists of the following elements, but is not limited to:

- Triage Telephone Counselling
- Formal Telephone Counselling
- Face to Face Counselling
- General Information Services
- Personal Legal
- Financial Information and Budget Management
- Telephone Debt Counselling
- Management Support and Management Information Reports

- Management Referral (MR)
- Management Consultation (MC)
- Medical helpline
- Online Resource, Information & Assistance
- Critical Incident (CI)

Benefits of EAPs for Employers

All employers have a duty of care for the psychological wellbeing of their staff. There is increased focus on workplace stress from the Health and Safety Executive and there are a number of successful high profile claims against employers for stress related illness. As such, a fully supported EAP can go a long way to providing a credible level of protection against stress litigation.

- Minimises risk of litigation by the employee
- Improved staff retention and reduced absence rates
- Improved staff morale
- A clear demonstration of your commitment to providing a duty of care for your employees
- Enhanced performance and productivity
- Reduced employee and organisational stress

... continued overleaf

Employee Assistance Programme (EAP)

- Return on investment - actually saves money on employee related costs
- A useful management tool supporting early interventions
- Statistical periodic reporting to support any Human Resources Strategy, i.e. tackling stress in the workplace or identifying potential underlying issues
- Development of skills of managers and supervisors
- A genuine employee benefit

Benefits of EAPs for Employees

The ever increasing pressures and daily challenges of work and home life means there are bound to be times when things just get to be a bit much. Our employee assistance programme is designed with this in mind. We all have to cope with major events during our lives. Many of these are entirely predictable and, with a little forward thinking and some expert support, can be navigated successfully with minimum stress or worry.

The Employee Assistance Programme (EAP) can provide advice on a wide range of work, family and personal issues, including:

- Changes in work or home life
- Personal performance and time management
- Managing pressure
- Psychological and emotional issues
- Stress, anxiety and depression
- Marital, family and relationship difficulties
- Bereavement / Separation

- Child care and parenting challenges
- Elderly and disability care
- Personal legal matters
- Debt counselling and budget management
- Traumatic incidents or life changing events

By offering a confidential and independent EAP the employee can find the information and support they need, to help them gain a better work-life balance and ensure that their contribution in the workplace is not compromised.

Employees' are encouraged to contact the EAP as soon as an issue presents itself and before matters become more serious. However, sometimes counselling is appropriate. If the employee and the EAP telephone advisor decide counselling may help, the employee will be given the option to access a counsellor. The service is totally confidential, in fact, the employee is not even required to provide their name if they don't wish to.

The employee can also benefit from a huge amount of professional and qualified information from the EAP supporting website (password protected) from downloadable PDF factsheets to five-step programmes designed specifically as a self-help tool.

Options Available

Our EAP scheme caters for a variety of employer needs and can include a variety of options.

Our EAP Packages Start From Only £5.95 per employee, per annum.

Next Steps:

Please contact a member of our team for more information on 01536 484 552 .

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