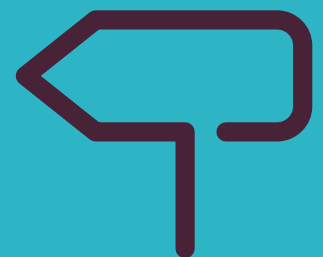




# Employee Assistance Programme

Manager's Guide



# Your Employee Assistance Programme



## Welcome to Health Assured

Following a comprehensive selection process Health Assured has been chosen as the Employee Assistance Provider (EAP) for your organisation. In order to maximise utilisation of this employee benefit it's important that employees are aware of the EAP and how to access it.

The key wellbeing stakeholders and managers are integral in raising awareness of the EAP service by understanding what it is and how it can support employees. This booklet has been designed to give you an overview of the service so you can speak about it with confidence and help promote the service to those who may need it.

## What can Health Assured's EAP do for you?

The Health Assured EAP is an employee benefit designed to help team members deal with personal and professional problems which could be affecting their home or work life, health and general wellbeing.

Confidential support is available and, dependent on the nature of the issue, counselling or information services can be provided by fully qualified professionals.

Summary of Services	Managerial Emotional Support	Benefits to your company
<ul style="list-style-type: none"><li>• 24/7 support helpline, available 365 days a year</li><li>• Specialist information:<ul style="list-style-type: none"><li>- Legal information</li><li>- Medical information</li><li>- Consumer or civil disputes</li><li>- Tax information</li></ul></li><li>• Structured counselling (as applicable)</li><li>• Critical incident advice (telephone)</li><li>• Health &amp; wellbeing portal</li><li>• Health e-Hub app</li></ul>	<ul style="list-style-type: none"><li>• Stress management</li><li>• Conflict resolution</li><li>• Communicating change</li><li>• Work/life balance</li><li>• Performance &amp; appraisals</li><li>• Team building</li><li>• Time management</li><li>• Post-trauma support</li><li>• Management information</li><li>• Return to work support</li><li>• Bullying &amp; harassment</li></ul>	<ul style="list-style-type: none"><li>• Increases employee wellbeing</li><li>• Enhances reputation</li><li>• Supports duty of care</li><li>• Supports absent team members</li><li>• Enhances staff retention</li></ul>

This manager's guide contains information to assist you further in promoting the services within your team, as well as guiding you with any queries you may have.

## Managerial support and consultancy

If your role involves managing or looking after a team of people, Health Assured has a service which helps managers deal with important issues such as workplace conflict, holding difficult conversations or communicating change.

The managerial consultancy service is available via the helpline, with on-site promotional support days, workshops, briefings, and Mental Health First Aid training available - these provide in-depth knowledge of how the EAP services work, helping to create a healthy and supportive workplace environment.

We can provide executive and life coaching support to managers in order to achieve goals and deal with obstacles. Our management advisors have a thorough understanding of emotional health in work as well as managerial requirements, and therefore work with managers to coach them in these issues when supporting their employees.

Free 24 hour confidential helpline:

[healthassuredeap.com](https://healthassuredeap.com)

# What is an EAP?



## Health Assured, you and your teams

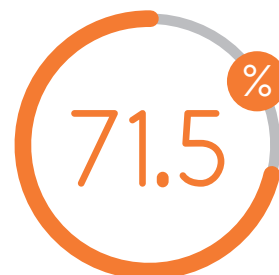
The Health Assured EAP has the wellbeing of employees foremost in mind. It was created as an aid to deal with personal or work-related problems that may affect wellbeing and impact effectiveness in the workplace.

As the UK and Republic of Ireland's largest, award-winning provider of employee wellbeing solutions, Health Assured is committed to providing a first-class service to both our clients and their workforce. We provide a range of dedicated online and telephone services which are available 24 hours a day, 365 days a year.

## Our counsellors

Our counsellors are trained to at least Diploma level in counselling with a minimum of two years post-qualification experience. Our team is made up of both male and female counsellors from a range of ethnic, cultural and disciplinary backgrounds.

Our counsellors work in accordance with the British Association for Counselling and Psychotherapy's (BACP) ethical framework, and undergo regular clinical supervision and training in accordance with their guidelines.



In 2017, we saw 71.5% of clients in work following engagement with our formal therapy.

## Our legal advisors

The Health Assured legal services team is made up of legal and human resource professionals. They receive regular training and ongoing development to ensure consistent quality while abiding by the appropriate professional code of conduct. They offer information and guidance on a wide range of topics, including private legal concerns such as writing a will, divorce procedures, probate costs, property and partnership rights, tenancy, housing or boundary disputes and motoring issues.

## Counselling support

- Telephone support for any matter of concern ranging from bereavement and loss through to stress and anxiety.
- Legal and financial information for practical problems causing personal distress.
- Online Cognitive Behavioural Therapy (CBT).
- Managerial support, consultancy and coaching are available to managerial teams.
- Where there is deemed to be a clinical need, face-to-face counselling sessions near to where you work or live are available (as applicable).
- Alternatively, structured telephone counselling may also be available where clinically appropriate (as applicable).
- Online and video counselling is also available (as applicable).

## Privacy and confidentiality

All calls are completely confidential, however exceptions can occur when there is a risk of serious harm to the caller or others which require us to share information with relevant authorities such as your GP or the emergency services.

Further information regarding how Health Assured process personal data is contained in our Privacy Policy, which can be found at [www.healthassuredeap.co.uk/privacy-policy/](http://www.healthassuredeap.co.uk/privacy-policy/).

Free 24 hour confidential helpline:

[healthassuredeap.com](http://healthassuredeap.com)

# The EAP service as a management tool



## EAP Support

The EAP support service is intended to help you manage your teams more effectively, increasing performance and promoting engagement with the service. Employees faced with personal or work-related issues can often feel unsettled, particularly if they are unsure as to how they should set about resolving their concerns.

This can result in any number of issues, whether it is simply loss of concentration, reduced performance in the workplace or changes in behaviour that may impact relationships with their colleagues.

Spotting these changes in behaviour and performance is relatively easy, but you may feel unsure how to tackle the situation positively, being supportive while still fulfilling your role as a manager.

With the support and guidance of our qualified counsellors, we can assist you to constructively challenge poor performance, behaviour or negative attitudes before they can develop further.

Our main aim is to find a positive situation for both you and your employees. Sometimes it's as simple as reminding the employee of the EAP service provided and the support available. Other times it may involve coaching to challenge behaviour, or dealing with specific performance-related issues.

The service is not intended as a replacement for HR advice, nor a replacement for you as a manager; it is designed to work alongside you, offering services to complement your needs and helping you to support your team.

## When to use the service

Often you can spot a problem early within your team members. Their behaviour or attitude at work may have changed, or they may simply not be coping with a job they have always done well. You may be made aware of a bereavement or their worries about a child or eldercare. They could be having problems with colleagues, or struggling with the differing demands of a new job role.

It can be difficult in these circumstances, where performance is beginning to decline, to know how to tackle the issue constructively before it becomes a disciplinary matter. While you want to do the right thing, you don't want to be seen as interfering or overstepping as it's important to keep within your managerial boundaries.

You could be new to a managerial role, or simply have no personal experience to relate to the issues your team is facing, and feel unsure on how to respond to someone else's grief or anger.



## This is where the EAP can help

As a first step, you can visit the dedicated online portal [www.healthassuredeap.com](http://www.healthassuredeap.com). If you'd prefer, you can call our counselling team in confidence via the Health Assured [24/7 confidential helpline](tel:08001234567) to talk through some of the problems you may be struggling with, and to discuss the most positive way to challenge your concerns.

The Health Assured EAP works by integrating your organisational procedures, providing an additional source of help in dealing with people issues that you may not have experienced before or may appreciate receiving additional support with.

Free 24 hour confidential helpline:

[healthassuredeap.com](http://healthassuredeap.com)

## Online support and our Health e-Hub app

Health Assured offers a dedicated virtual library containing information and self-help guides, accessed via our online portal at [www.healthassuredeap.com](http://www.healthassuredeap.com). They cover a range of wellbeing issues and provide instant guidance and support; helping employees manage their physical, mental and emotional health. Fact sheets, four-week programmes, webinars, wellbeing videos, health checks and regular newsletter articles are available. Your organisation's login details can be found in your EAP welcome pack.

Our Health e-Hub app, available as a free download on iOS and Android smartphones, puts many of the resources available via the health portal into the palm of your employee's hand. It's simple to use, and offers help with a range of issues - physical, mental and financial wellbeing, self-improvement, and lifestyle guidance.

## Telephone Support

Experience has taught us that our service is most effective when you speak directly to one of our counsellors. To access telephone support from the counselling team, simply call the Health Assured [24/7 confidential helpline](#). Explain that you are a manager requiring assistance dealing with a member of your team and you will be put through to the relevant department, where you will be taken through a process of clarifying the problem.

Our specialists aim to support your employee's wellbeing through structured support, paired with encouragement from you as their manager. They will help you look at the options and will work with you towards a positive situation for both you and your employee.

If it helps, they can role-play situations with you, or coach you on behavioural issues. The counsellor/advisor will help you formulate an action plan to improve performance, identifying achievable targets for your employee, recognising practical and personal support that may be required to achieve them.

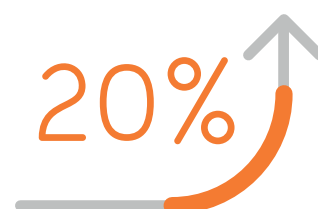
Once the action plan is started, you can schedule telephone appointments with the same counsellor or advisor to discuss continued support, any progress and other issues that may arise.

## Informal employee referrals

If you believe an employee would benefit from counselling, you can recommend the support available to them as an additional source of guidance by reminding them of our service and directing them to the helpline.

Informal referrals are by far the most effective way of encouraging employees to seek support: those who actively address their issues have a greater chance of resolving them. The combination of guidance from Health Assured and managerial support from you leads to a prompt, effective resolution and improved working relationship.

Simply reminding employees that the service is available and educating them on the breadth and variety of support that is available can often be enough to prompt an employee to pick up the phone.



Of clients reported a significant increase in employee wellbeing post-counselling.

## Formal employee referrals

In other cases, it may be that a formal referral is more appropriate. This is something that we prefer to do in exceptional circumstances, and may occur only when all other avenues have been explored. Your telephone counsellor will explore these options fully with you, and can advise on the most appropriate course of action.

There is a formal process for referring an employee which will be explained to you by the telephone counsellor.



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