



Health Assured



Employee Assistance Programme **EAP Manager's Guide**

We don't know when you might need us.
That's why we're here **24 hours a day.**



Welcome to Health Assured

Following a comprehensive selection process Health Assured was chosen as the Employee Assistance Provider (EAP) for your company. 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 HR department and managers are key to raising awareness of the EAP 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 confidently about it.

What can Health Assured's EAP do for you?

This is an employee benefit designed to help team member's deal with personal and professional problems which could be affecting their home life or work life, health and general well-being. Confidential support is available and, dependent on the nature of the issue, counselling or advice can be provided by fully qualified professionals.

Summary of services	Managerial emotional support	Benefits to your company
<ul style="list-style-type: none"> • 24/7 support helpline • Specialist information: <ul style="list-style-type: none"> - Legal information - Medical information - Consumer or civil disputes - Tax information • Critical incident advice (As applicable) • Structured counselling (As applicable) • Health & wellbeing portal 	<ul style="list-style-type: none"> • Stress management • Conflict resolution • Communicating change • Work/life balance • Performance & appraisals • Team building • Time management • Post-trauma support • Management information • Return to work support • Workplace bullying 	<ul style="list-style-type: none"> • Increases employee wellbeing • Enhances reputation • Supports duty of care • Supports absent team members • Enhances staff retention

We have enclosed a manager's guide and FAQ document containing 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

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

Accessing the EAP

To find out more information on what services can be provided, please visit the Health and Wellbeing Portal, www.healthassuredeap.com or contact 0800 783 2808.

Health Assured and you

Health Assured's EAP was made with the benefit of employees 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 one of the leading providers 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

All 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. All our counsellors work in accordance with the British Association for Counselling and Psychotherapy's (BACP) 'ethical framework for good practice in counselling and psychotherapy' undergoing regular clinical supervision and training in accordance with their guidelines.

Our legal advisors

The legal services team is made up of Solicitors, Legal Executives, Barristers, Paralegals and Human Resource Professionals. They receive regular training and ongoing professional development to ensure consistent quality whilst abiding by the appropriate professional code of conduct. They are able to offer information and guidance on a whole range of topics including private legal concerns.

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
- Managerial consultancy is provided for line managers and team leaders
- 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 Cognitive Behavioural Therapy (CBT) as well as online counselling (as applicable).

Online support

Health Assured offers a dedicated virtual library offering information and self-help guides covering a range of wellbeing issues which provide instant guidance and support; helping employees manage their physical and mental health.

Privacy and confidentiality

All calls are completely confidential between the caller and their counsellor. The only exception being if the counsellor believes there to be a serious risk of harm to the caller or others. In such circumstances, the counsellor will seek consent before they breach confidentiality.

EAP support

The EAP support service is intended to help you manage your teams more effectively, increasing performance and promoting engagement.

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 whilst 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 bad attitudes before they can develop.

Our main aim is to find a “win-win” situation for both you and your employee. 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.

This 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, supporting your needs, helping you to support your team.

About 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 to cope 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; you want to do the right thing but you don’t want to be seen as interfering or overstepping as it’s important you keep within your managerial boundaries.

You could be new to a managerial role or you simply have no personal experience to relate to the issues your team is facing, whether it be bereavement or divorce, 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 or if you’d prefer you can call our counselling team in confidence on **0800 783 2808** to talk through some of the problems you may be struggling with to discuss the most positive way to challenge your concerns.

The service is designed to work alongside your HR department, 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 some additional support with.

Web support

To access the online EAP services go to the health and wellbeing portal www.healthassuredeap.com. This unlocks a wealth of information; covering a range of areas from wellbeing to guidance and support with behavioural issues, as well as online materials such as mini health checks and four week wellbeing programmes.

Telephone support

Our experience has taught us that we are most effective when you speak directly to one of our counsellors. To access telephone support from the counselling team, simply call **0800 783 2808**.

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 initially be taken through a process of clarifying the problem:

- What behaviours or life events on the part of the employee have prompted the call?
- What (if any) action have you taken to date?
- What outcomes are you looking to achieve?

Our counsellors aim to improve your employee's performance through structured support paired with encouragement from you as their manager. They will help you look at the options open to you and will work with you towards a 'win-win' 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, whilst recognising both 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 / advisor to discuss continued support, any progress plus adhoc issues 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 the service available and directing them to the helpline.

Informal referrals are by far the most effective way of encouraging employees to seek support, as 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 speedier resolution and stronger working relationship.

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

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 as to what they perceive to be 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.

What managerial support is available?

- Team member stress management
- Conflict resolution
- Communicating change
- Performance and appraisals
- Post-trauma support

Are my calls confidential?

- All calls are confidential between the caller and their counsellor or advisor
- The only exception being if it is considered there is serious risk of harm
- In such circumstances, the caller will always seek guidance before breaching confidentiality
- Analytical usage data may be shared with the employer (excluding identifying factors)

Who can use this service?

We believe that the best way to serve your employees is to support their family as well:

- Employee's partners and dependents* access the telephone helpline
- Structured telephone counselling extends to employee's partners and dependents*

**Dependents must be in full time education, aged 16 to 24, living in the same household.*

What services are available?

- Comprehensive telephone helplines available 24 hours a day, 7 days a week
- Formal counselling, in the form of either face to face or telephone sessions (as applicable)
- Online counselling (as applicable) and online CBT
- Health and wellbeing portal
- Critical incident advice

Is the service restricted to issues dealing with stress?

Health Assured can provide support for a variety of personal matters, such as:

- Personal legal information or tax support
- Family issues including childcare and eldercare
- Housing concerns
- Bereavement or loss
- Relationships and marital changes

What's included with the critical incident support?

Critical Incident Stress Management: focuses on solving an immediate and identifiable problem, enabling employees to return to their daily routine quicker.

Onsite Support*: a fully trained trauma counsellor or counselling team will be onsite (typically within 24 to 48 working hours) to deliver a specialist group counselling debriefing. **Additional fees may apply.*

Follow up Support: If an individual requires follow up support, we are able to provide counselling across the UK.

What is the "Health Portal" and what can it offer me?

We understand that the information available needs to be accessible to you, whenever you require it. Our online health and wellbeing portal includes a range of tools available 24/7 including:

- Interactive health assessment
- Fitness and lifestyle advice
- Personal coaching tools
- Self help programmes
- Work life assistance
- Mini health checks
- Home life support
- Health calendar

Please read the guidance notes for making an EAP Referral.

The Data Protection Act 1998 requires the employees consent to release information to Health Assured in relation to 'sensitive personal data'. The employee must always give explicit consent for the referral in order for Health Assured to make contact with the employee directly.

What do you need to do?

Please find below an outline of the suggested steps to support you in making a successful referral.

Step 1:

Clarify the situation with the employee in confidence. Please inform them of the Health Assured Employee Assistance Programme which includes:

- Structured Short- term Solution Focused Therapy.
- Advice and information.

Step 2:

Complete the Referral form with the employee, ensuring that verbal consent has been obtained. Questions to consider that may be helpful at this point:

- Do you need to discuss the situation with Health Assured first?
- Is the employee happy to receive a voicemail /text?
- How is the situation impacting upon the employee?
- When would be the best to time to contact them directly?

Step 3:

Send the completed Referral form to counsellingadvice@healthassured.co.uk

There is no need to follow a referral form up with a telephone call to Health Assured, however if you would like to discuss a referral with a counsellor/adviser please call on **0800 783 2808**. We also ask that the referral is sent from a confidential email address.

What Happens next?

Health Assured will contact the employee **within 24 hours** of receiving the Managers Referral form. The counsellor will identify and offer the most appropriate support / intervention for your employee. Health Assured will inform you whether contact has been made and if there have any problems making contact with employee.



EAP Helpline Referral Form

Internal Use Only

Health Assured Reference:

Company name / scheme number:

Authorised by (including contact number):

Employee address:

Company Address:

Employee name:

Employee marital status:

Employee date of birth:

Employee contact telephone number:

Is it ok to leave a message?

Best days and time to contact the employee?
(i.e. AM / PM / evenings / anytime / etc.)

including the reason for the referral request

and any presenting issues

Has verbal consent been obtained from the employee? Yes / No *(please delete as appropriate)*

Please Note: A proactive Manager's helpline referral call can only be made if the employee has consented to receiving our call. It is important this is discussed with the individual concerned by the referring manager.

To initiate an EAP Helpline Referral, complete the form and send to Health Assured:

E: counsellingadvice@healthassured.co.uk

T: 0800 783 2808

Health Assured Ltd
The Peninsula, Victoria Place
Manchester, M4 4FB
0800 783 2808
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