



## Employee Assistance Programme (EAP)

**Workforce Wellness Assistance Programme, service overview –  
Depending on EAP Option selected, cover can include but not limited to:**

**Confidential 24/7 Access - answered in person**

- Free phone,
- Secure website & email
- 8 in house languages including major European & Asian
- 150 language translation service

**Daily Living - Specialist Information Services**

- In house lawyers/solicitors
- NACAB experts
- In house accountants
- National referral network of 'price match' Solicitors

**Access to over 700 information packs**

**Health & Well being**

- Self assessments – stress tests
- Access to Health visitors
- Smoking Cessation
- Alcohol awareness

**Money management - In house debt management team**

- Personal financial assessment
- Creditor negotiation
- Interest payment rescheduling
- Future planning
- IFA access

**Career coaching**

- Personal development
- Staff development & retention
- Management tool

**Familylife Solutions**

- Access to qualified Childcare specialists
- Childcare personal needs assessment
- Childminders, nursery, holiday clubs, emergency childcare
- Access to Health Visitors for elder & disability care
- Elder and disability care research & search

**Access to instant benefits calculator**

**Maternity care – In house health visitors**

- Personal assessment, including financial needs & planning
- Paternity planning
- Post birth plan
- New mum/organisation liaison communication plan
- Behaviour advise (sleeping, weaning & tantrums)
- Health information (immunisation, common problems)

**“Back to Work” planning services**

- Personal assessment
- “better off” money calculation & benefits advise
- Coping with the change – support for the individual(s)
- Childcare planning
- Maternity & paternity law information

**Childcare Services - In house qualified & experienced childcare specialists**

- Personal needs assessment (travel routes, smoking, pets, garden, diversity issues)
- Day nursery searches
- Childcare searches
- National network of childcare centres
- Holiday clubs

**Access to specialist information packs****Education support**

- Personal assessment
- School selection information (local authority & private schools including performance tables)
- Education packs (how to select, Q & A, selection process, school appeals process)
- Bullying & behaviour support

**Eldercare & Disability care**

- Access to Health Visitors
- Residential & nursing home searches (including public transport access options & costs)
- Sheltered housing, respite care & day care information & searches
- Community support services, home aids & adaptations advice
- Benefit, welfare & entitlement assessment & advice
- Hospital discharge & continuing NHS care advice

**Face to Face Counselling**

- Evenings & Weekend access
- Comprehensive assessment
- Solution Focused, brief therapy
- 1 - 6 session model
- National network 900+ BACP accredited counsellors

**Telephone counselling**

- 24/7 access
- Emergency access
- Structured 1 - 6 session model
- BACP accredited counsellors

<p><b>Computerised Cognitive Behavioural Therapy</b></p> <ul style="list-style-type: none"> <li>- Comprehensive assessment</li> <li>- Thinking style programme</li> <li>- 1 - 5 session model</li> </ul>
<p><b>Traumas &amp; Critical Incidents</b></p> <ul style="list-style-type: none"> <li>- 24/7 access</li> <li>- On site support (additional cost)</li> <li>- Free Consultancy</li> </ul>
<p><b>Manager Assist</b></p> <ul style="list-style-type: none"> <li>- Management guidance &amp; personal coaching</li> <li>- Management referral service</li> <li>- Performance support (absence, stress, conflict, appraisal)</li> </ul>
<p><b>EAP Consultancy</b></p> <ul style="list-style-type: none"> <li>- dedicated consultant</li> <li>- single contact point</li> <li>- strategic and operational guidance</li> <li>- Management information</li> </ul>
<p><b>Employee engagement</b></p> <ul style="list-style-type: none"> <li>- tailored launch programme</li> <li>- multi level communications programme</li> <li>- CD ROM/DVD</li> <li>- Personal interactive website</li> </ul>
<p><b>UK User Website &amp; HRA</b></p> <ul style="list-style-type: none"> <li>- On line EAP – all above services available via own website</li> </ul>

Copies of promotional materials are available upon request.

EAP service based on 12 month standard contract for employee and immediate household family members, subject to terms and conditions.

Please speak to your Workforce Wellness Representative: **024 7651 6097**