



# YOUR EMPLOYEE ASSISTANCE PROGRAMME

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*Understanding  
your programme  
benefits*



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*Balancing the competing demands of our work, personal and family lives can be difficult, frustrating and time-consuming.*

Your employer understands this and is providing an Employee Assistance Programme (EAP) to offer a little extra support to manage life's everyday challenges.

Available by telephone, email, instant messaging and online, your EAP provides free, confidential information and support to help you gain a better work-life balance.



# HELPING YOU GAIN A GOOD WORK-LIFE BALANCE



# BENEFITS TO YOU

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- Free of charge
- Available 24 hours a day, every day of the year
- Confidential
- Independent from your employer
- Access to impartial specialists
- Support on an unlimited number of issues
- Saves time and legwork
- Helps you plan ahead with practical matters
- Supports you during more difficult times



# YOUR ASSURANCE OF CONFIDENTIALITY

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- Confidentiality is the foundation of the EAP
- You only need to state that you work for your employer
- You don't need to give your name/can use a pseudonym
- All counsellors abide to BACP's Ethical Framework for Good Practice
- All employees sign confidentiality agreements
- Statistics ONLY (no identifying information) are provided to your employer



# EXAMPLES OF PERSONAL ISSUES

- Physical well-being
- Disability/Illness
- Mental health
- Bereavement and loss
- Esteem and confidence
- Depression/Anxiety
- Personal stress
- Addiction and dependence
- Finances and debt
- Benefits entitlements
- Consumer rights
- Relationships
- Family dynamics
- Pregnancy, birth and childcare
- Parenting
- Education
- Exams and studying
- Elder care
- Life events: moving house, divorce, empty nest, etc.





# EXAMPLES OF WORKPLACE ISSUES

- Work-life balance
- Workplace pressure
- Relationships with managers/colleagues
- Staff conflict
- Teamwork
- Bullying/Harassment
- Performance
- Appraisals
- Promotion
- Dealing with change
- Restructuring
- Job insecurity
- Redundancy
- Training
- Policies and procedures
- Relocation
- Workplace trauma
- Retirement



# PRACTICAL CONSULTATION AND INFORMATION

- Information and support provided by experts
- Assistance available by phone, email and web-based instant-messaging
- No time limits to your contact: a quick phone call or lengthy consultation
- Information imparted instantly, when possible
- Research undertaken to answer a particular question or search request
- Referrals to specialist organisations/services
- Fact sheets and information packs
- Information provided verbally or via email, fax or post





# CHILDCARE REFERRALS AND SUPPORT

- Information, resources, and support from pre-conception/adoption right through to children leaving the nest
- Information on education, OFSTED reports and local schools
- Support on teenager issues
- Guidance on assessing childcare options
- Searches undertaken to identify currently available childcare vacancies that meet your agreed criteria (e.g. type of care, locality to work or home and special dietary requirements):
  - Childminders
  - Day nurseries
  - Qualified nannies
  - Emergency childcare
  - School holiday clubs



# ELDER CARE REFERRALS AND SUPPORT

- Support on health conditions such as strokes, dementia, Alzheimer's and Parkinson's
- Information on:
  - Benefits
  - Community care assessments
  - In-home support aids
  - Hospital discharge/continuing NHS care
- Guidance on determining appropriate care
- Tailored searches for accommodation and community resources:
  - Residential care and nursing homes
  - Respite care services
  - Day groups
  - Home care agencies



# DEBT MANAGEMENT AND FINANCES

## Debt Management Programme

- Debt information pack
- Income and expenditure assessment
- Appropriate and realistic action planning
- Negotiations with creditors to reduce/freeze payments
- Support with IVAs, bankruptcy, default notices/CCJs
- Money management advice for the future

## Financial Planning

Preliminary session with an Independent Financial Advisor to discuss a basic overview of e.g. tax, mortgages, pensions and investments



# YOUR COUNSELLING SERVICE

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- Access to short-term counselling to help resolve more challenging situations
- Practical and down-to-earth sessions
- Goal-orientated and focused, to help you resolve your issues quicker
- Provided by fully qualified and experienced counsellors (BACP, UKCP)
- You're matched with a counsellor most suited to your needs
- A counsellor will be appointed within 2 working days of your initial assessment
- Appointment available within 5 working days of your contact with the counsellor



# FACT SHEETS AND INFORMATION PACKS

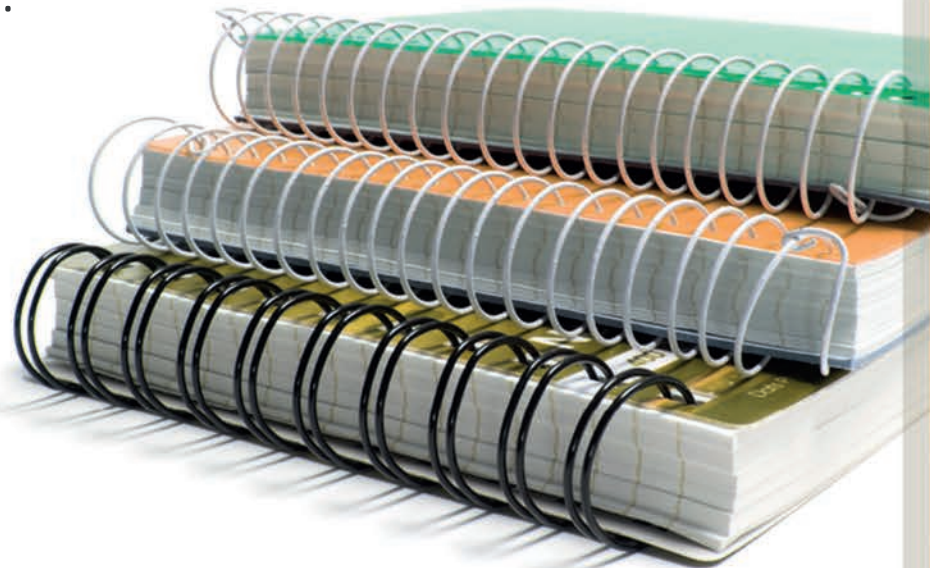
Examples of specialist fact sheets:

- Wills
- Stress management
- Household insurance
- Understanding bereavement

Information packs are more comprehensive and may contain multiple facts sheets, forms and specialist leaflets/information.

Examples include:

- Buying and Selling Property Pack
- Retirement Information Pack
- Marriage Breakdown Pack
- Maternity Information Pack
- Carer's Pack



## WHAT'S AVAILABLE ONLINE?

- Regularly updated information and links
- Downloadable articles and fact sheets
- Local child and elder care locator tools
- LiveCONNECT: instant messaging with a specialist
- Learning Centre: interactive tools to help you build skills
- Pocketsmith: a personal tool to help you quickly and easily manage your finances
- Care Centre: a virtual space for those with caring responsibilities to share information
- News and monthly themes





# MONTHLY WEBINARS (ONLINE SEMINARS)

Wide range of topics throughout the year. For example in 2015:

- January: GET YOUR HEAD IN THE GAME. Focus on the now.
- April: ADDRESSING ANXIETY. How to take charge.
- July: UNPLUG TO RECHARGE. How to disconnect.
- October: HEADS UP. Tips for better brain health.

Fully interactive: you can ask questions and interact with the facilitator

Access webinars live or watch at a later date

Simply log on through your EAP website



## COMMON ENQUIRIES

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*I'm worried my daughter is under too much exam stress...*

*My debt is mounting up – I don't know where to turn...*

*What are the care options for my elderly father?*

*I've been mis-sold a car – what are my consumer rights?*

*I need to find good local childcare for my baby...*

*I'm moving house – any tips to make it less stressful?*

*How can I better adapt to the changes at work?*

*I'd like some support following a workplace accident...*

*How can I resolve a disagreement with a colleague?*

*A colleague is finding it hard to cope with a bereavement...*

*I just can't seem to balance my work and home life...*



# ACHIEVING BALANCE THROUGH TOTAL WELL-BEING

*Free, Confidential, Around-the-Clock Support*

EAP FREEPHONE: **0800 243 458**

OUTSIDE THE UK: **+44 (0)20 8987 6550**

SMS (FOR CALL BACK): **+44 (0)7909 341229**

MINICOM: **+44 (0)20 8987 6574**

EMAIL: **assistance@workplaceoptions.com**

WEBSITE: **www.workplaceoptions.com**

WEBSITE LOG IN DETAILS:

Username: **Nuffield Health**

Password: **employee**

