

# EMPLOYEE ASSISTANCE PROGRAMME

**PROVIDING EXPERT SUPPORT AND ADVICE AROUND THE CLOCK**

## SCHEME OVERVIEW

Juggling work, family and personal demands can be a real challenge for employees. Insightful employers recognise this and implement an Employee Assistance Programme (EAP). Employees have support when they need it most and employers reduce sickness and absenteeism while improving employee performance.

## KEY FACTS

- ▶ The programme is unique in that the services are delivered in-house from service centres in London and Dublin
- ▶ We're dedicated to providing the highest quality EAP service to your employees
- ▶ The programme is staffed by experts in their fields, including counsellors, case managers, trauma specialists, EAP professionals, legal professionals, accountants, NNEB-qualified childcare specialists and health visitors
- ▶ The service has generated some of the highest usage rates in the industry and provides the best value for money in the market

**BY OFFERING AN EAP SCHEME EMPLOYEES CAN SEEK HELP DURING THE EARLY STAGES OF A PROBLEM**





## WHAT DOES IT COST?

The cost of the scheme is determined by the level of EAP cover selected. A minimum order value applies which is based on the number of users (i.e. employees) within the business.

## BENEFITS FOR EMPLOYERS

- ▶ Evolution Case Outcome Management System (ECOMS) which measures the effectiveness of the clinical services at every point of access
- ▶ Confidential management reports which provide a detailed analysis of usage, recommendations for intervention to address any key issues
- ▶ Critical incident support to help teams get back to work as quickly as possible following a traumatic workplace incident
- ▶ Helps meet employers' Duty of Care obligations
- ▶ By offering an EAP scheme, employees can seek help during the early stages of a problem, which can prevent it from turning into something more serious and potentially impacting in the workplace
- ▶ Manager Assist service to support managers, supervisors and team leaders deal with workplace issues

## HOW DOES IT WORK?

Employees can access the EAP on any work, personal or family issue in confidence, 24 hours a day, seven days a week.

1. Select which EAP programme option to offer employees, i.e. level 1, 2 or 3 (see the option table for details).
2. The Busy Bees Benefits Account Manager will confirm pricing for the option level selected and the number of employees that need to be covered and an invoice will be issued.
3. The Account Manager will confirm the unique company password for the programme and user ID. These are the unique reference details employees use if they need to access the service.
4. Notification of the scheme to employees.
5. Employees can access the service either via online or phone. When an employee uses the service they are offered the most appropriate form of support.
6. Monthly reporting is available for how frequently the service is used.

## BENEFITS FOR EMPLOYEES

- ▶ Available 24/7, 365 days a year
- ▶ All calls answered by a live EAP professional
- ▶ Multiple access routes including Freephone, email, live online chat and fax
- ▶ Extensive EAP website with a database of more than 5,000 articles
- ▶ Professional consultation, information, resources and referrals to local services
- ▶ Short-term, solution-focused counselling, via telephone, face-to-face or online (depending on EAP option selected by the employer)
- ▶ Live monthly webinar available on wide range of work-live topics



## HEALTH BENEFITS OF AN EAP AND THE TOPICS COVERED

Our EAP service supports employees with any issues that are affecting them, saving time, stress and anxiety - allowing them to stay focused and productive at work. The EAP covers such topics as:

- ▶ Emotional well-being
- ▶ Work-life balance
- ▶ Bullying and harassment
- ▶ Workplace pressure
- ▶ Managing change
- ▶ Workplace relationships
- ▶ Careers
- ▶ Pregnancy
- ▶ New baby
- ▶ Adoption
- ▶ Bereavement and loss
- ▶ Retirement

## OPTION TABLE - LEVELS OF COVER

Our Employee Assistance Programmes are not just the preserve of large organisations but apply equally to smaller businesses. Choose an option that works for your business.

Service	Option 1	Option 2	Option 3
Confidential 24/7 support via Freephone, SMS texting, online (LiveConnect), secure email	✓	✓	✓
Work-life support including access to information, legal information and signposting and financial information	✓	✓	✓
Money management	✓	✓	✓
Single session of telephonic career coaching	✓	✓	✓
Childcare/eldercare/disabled care support	✓	✓	✓
Childcare services (in-house qualified and experienced childcare specialists)	✓	✓	✓
Education support	✓	✓	✓
Trauma and critical incidents consultancy	✓	✓	✓
ManageAssist™	✓	✓	✓
Promotional materials	✓	✓	✓
UK user website and periodic webinars	✓	✓	✓
Computerised cognitive Behavioural Therapy		✓	✓
Telephone counselling (up to 6 sessions)		✓	✓
Face-to-face counselling (up to 6 sessions)			✓



Talk to a member of our team today

**0330 333 9100**

INFORMATION@BUSYBEESBENEFITS.COM

WWW.BUSYBEESBENEFITS.COM