

EMPLOYEE ASSISTANCE PROGRAMME

**PROACTIVELY SUPPORT
EMPLOYEES TO STAY HEALTHY**

SCHEME OVERVIEW

Juggling all aspects of life including physical, mental and social wellbeing can be a real challenge for employees. Insightful employers recognise this and can implement an Employee Assistance Programme (EAP) as part of their organisation's wellbeing strategy. An EAP ensures employees are proactively supported to help them stay healthy at work and at home, reducing sickness and absenteeism whilst improving employee performance.

KEY FACTS

- ▶ LifeWorks achieve high employee participation rates of more than 60% on their enhanced platform
- ▶ We're dedicated to providing the highest quality EAP service to your employees
- ▶ Employees receive immediate support by phone from specialised professionals in counselling, social work, psychology or human services via the UK call centre
- ▶ There are 4 levels of cover to choose from, enabling you to select the solution that best suits your business and your employees

**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.

BENEFITS FOR EMPLOYERS

- ▶ An EAP can help to increase efficiency, morale and productivity
- ▶ Support for managing employees, Employee Referrals, Manager Consultation, Mandatory/ Monitored Referrals, Manager Personal Growth, changes in the workplace and workplace policy issues to support safety
- ▶ Reporting and insights to assess engagement, most-read articles and accessed platform pages, as well as the most popular company values
- ▶ Telephonic and on-site support (additional cost) for critical incidents that impact the workforce (workplace violence, natural disasters, accidents, terrorist events and more), pre-incident policy & planning support and post incident follow up
- ▶ Option to add workplace learning and development workshops and seminars for an additional cost
- ▶ Option to add iCBT Cognitive Behavioural Therapy delivered by a specialist for an additional cost
- ▶ 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
- ▶ Position your organisation as an employer of choice

HOW DOES IT WORK?

The EAP is available 24/7 for employees to get immediate access to counselling, advice and online content for emotional and practical support.

The set up process is simple:

1. Select which EAP programme option to offer employees, choosing from level 1, 2, 3 or 4 (see the option table for details)
2. Your LifeWorks network (website) will be created and your company admin contact added
3. Busy Bees Benefits will provide you with your bespoke LifeWorks URL for employees to access the scheme
4. You can also use the bespoke URL for any questions that you or your employees might have.

BENEFITS FOR EMPLOYEES

- ▶ Access to 24/7 best-in-class and specialist counselling for emotional and practical support
- ▶ Immediate access to an EAP counsellor via telephone and email for confidential and secure virtual counselling sessions via video, tele-counselling, online group (from level 2)
- ▶ Referrals to a network of 600 BACP qualified counsellors working out of over 700 UK locations for face-to-face counselling
- ▶ 8,000+ articles, podcasts, videos, online toolkits, infographics, e-books and interactive programmes with recommendations based on health risks with full search capabilities

SUPPORT FOR EMPLOYERS

Our EAP service provides employers with managerial and critical support to enhance their support to employees.

▶ MANAGERIAL SUPPORT

Support for employees (suicide & depression concerns, workplace-aggression/bullying, sexual harassment), Employee Referral, Manager Personal Growth (manager training, stress management, succeeding as a manager, workload, managing absence, appraisals).

▶ CRITICAL SUPPORT

Robberies, industrial accidents, natural disasters, terrorist attacks, death of a colleague, redundancies and company restructure with on-site critical incident support and a comprehensive approach to provide stabilisation and reduction in stress associated with incidents of trauma or violence.

SUPPORT FOR EMPLOYEES

Our EAP service supports employees with any issues that are affecting them, allowing them to stay focused and productive at work.

▶ EMOTIONAL SUPPORT

Anxiety, depression, stress management, bereavement, personal relationship issues, trauma, sleep hygiene and traumatic experiences

▶ PRACTICAL EVERYDAY SUPPORT

Eldercare and childcare matching, legal services, financial and debt support, weight management, relocation and parenting.

92% SAW AN IMPROVEMENT AFTER USING LIFEWORKS

47% REDUCTION IN ABSENTEEISM AFTER COUNSELLING

24 HOURS APPOINTMENTS OFFERED WITHIN 24-HOURS FOR URGENT CASES

90% HEALTHCARE PREVENTION CALLS ARE NOT REFERRED TO MEDICAL INSURANCE



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.

Features	Level 1	Level 2	Level 3	Level 4
Confidential 24/7 support via Freephone, SMS texting, online, secure email	✓	✓	✓	✓
LifeWorks health & wellbeing portal & App	✓	✓	✓	✓
Work-life support, including access to information, signposting and financial	✓	✓	✓	✓
Legal helpline	✓	✓	✓	✓
Money management covering financial issues and debt management	✓	✓	✓	✓
Childcare/eldercare/disabled care support & education services	✓	✓	✓	✓
Employer support: manager hotline	✓	✓	✓	✓
Trauma and critical incidents consultancy services	✓	✓	✓	✓
Counselling sessions	None included	Up to 3 counselling sessions per issue delivered in-person, telephone or video/online	Up to 6 counselling sessions per issue delivered in-person, telephone or video/online	Up to 10 counselling sessions per issue delivered in-person, telephone or video/online
Access to health risk assessments	No	No	No	17 different assessments, including activity, alcohol, sleep, stress, eating/nutrition, emotional, wellbeing, financial
Fee for service - optional support	Critical incident support. Wellness seminars & training	Critical incident support. Wellness seminars & training	Critical incident support. Wellness seminars & training	Critical incident support. Wellness seminars & training



Talk to a member of our team today

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