

# Employee Assistance Programme with 24/7 Counselling & Support Helpline

**Ideal for organisations of all shapes and sizes, our Employee Assistance Programme (EAP) with 24/7 Helpline provides support, guidance and counselling to help employees, their partner and dependants with a wide range of problems\*.**

Issues such as stress, financial worries or a family bereavement can lead to absenteeism, health problems and a drop in performance at work. In 2016, 25% of employees<sup>1</sup> suffered with financial problems that affected their performance at work and mental health issues (such as depression and anxiety) were the second most common cause of absence.<sup>2</sup> By providing employees and their immediate family with professional support when they need it the most, our EAP can help to improve health, wellbeing, productivity and performance.

## Employer Benefits

- ✓ Supports duty of care and demonstrates a strong commitment to looking after the health and wellbeing of your employees
- ✓ Specialist HR and Line Management Support Helpline
- ✓ Can help to reduce short-term and long-term absenteeism
- ✓ Provides peace of mind as employees can talk to qualified professionals about a range of issues
- ✓ Access to a range of Health and Wellbeing workshops
- ✓ Happier, more productive workforce

## Employee Benefits

- ✓ Immediate access to BACP-accredited counsellors who can help with a variety of personal and professional problems
- ✓ Includes up to eight face-to-face counselling sessions, per issue, per employee, in any 12-month period starting from the first session. It also includes Cognitive Behavioural Therapy (CBT)
- ✓ Employees can seek help during the early stages of a problem, which can prevent it from turning into something more serious
- ✓ Can talk to someone at any time of the day or night

\*Dependants must be in full time education, aged 18-24 and living in the same household.

1. Source: Employee Benefits 'Healthcare Research' in association with Health Shield, 2017

2. Source: IPD and Close Brothers Asset Management, 2017



**To find out more please contact our friendly team on 01270 588 555 selecting option 2 or email [salesadmin@healthshield.co.uk](mailto:salesadmin@healthshield.co.uk)**  
**[www.healthshield.co.uk](http://www.healthshield.co.uk)**

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You can't put a price on the welfare of your employees, but here's a breakdown of the costs\*, depending on your company size:

Costings	
Number of Employees	Full EAP + 24/7 Helpline (Ex. VAT)
1-50 employees	Min £500
51-99 employees	£10.00
100-499 employees	£8.50
500-999 employees	£7.50
Over 1,000 employees	£7.00

\*Pricing per annum, per employee – Minimum annual cost £500 + VAT.

What is included	
<b>Full EAP including 24/7 Telephone Helpline</b>	Access to the 24/7 Counselling & Support Helpline with up to eight face-to-face counselling sessions per issue*, including Cognitive Behavioural Therapy (CBT). Service provided by fully qualified, experienced counsellors who are on hand to support and focus on guiding people through stressful times. Helping to balance pressures at work, home and personal life. Access to over 1,300 counsellors nationwide.
<b>Critical Incident Stress Management 24/7 Support Helpline</b>	As part of the standard telephone EAP services, there is immediate critical incident support via trained trauma practitioners. Managers with the authority to invoke critical incident support can access telephone support for immediate advice and recommendations regarding appropriate actions to support those affected. On-site support can also be deployed within 24 to 48 hours at an additional cost of £850 plus VAT for half a day and £1,250 plus VAT for a full day.
<b>Management Support</b>	<p><b>Management Consultancy Service</b> This service is available 9am to 5pm Monday to Friday. It gives unlimited assistance aimed at helping managers deal with important issues such as workplace conflict, holding difficult conversations or communicating change.</p> <p><b>Short-term Counselling &amp; Executive Coaching</b> Emotional support for managers and line managers when they are dealing with a difficult situation and are personally not coping with it. Support can be extended to face-to-face, online or structured telephone counselling if clinically appropriate.</p> <p><b>Manager Referrals</b> A manager can refer an employee through to counselling, as an alternative to the employee calling the service themselves. A 'Managers Referral Form' must be completed and consent of the employee must be gained.</p>
<b>Online Health and Wellbeing portal</b>	In addition to the counselling support and advice, this portal offers a virtual library of wellbeing information. These informative articles and self-help guides provide a range of health and advisory issues as well as instant guidance and support to aid with the improvement of an employee's physical and mental health.
<b>Workshops</b>	Workshops for employees and the topics can be tailored to meet the needs of the each organisation. Examples of workshops available are Stress Management, Mindfulness, Mental Health or Nutrition. For sessions to be interactive, we recommend a maximum of 20 employees, each workshop lasting up to two hours. Workshops are charged at £850 plus VAT for half day and £1,250 plus VAT for a full day.

Have you heard about our award-winning Health Cash Plans and Health Screening Programme? Find out more at [www.healthshield.co.uk](http://www.healthshield.co.uk)