

Employee Assistance Programme



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Introduction 

CiC is a different kind of EAP provider, we’ve been in the business since 1989 and are still independent and clinically-focused.

In a market increasingly dominated by anonymous conglomerates, CiC stands firmly by its founding vision that employee support can only be meaningful if it is grounded in sustained relationships.

Driven by our commitment to clinical and corporate excellence, we base each piece of support we deliver on the understanding that every individual is unique and every organisation is different.

Service provision 

EAP services are introduced by organisations to assist in the identification and resolution of employee concerns, which can be personal matters or work-related issues and, in some cases, can affect performance in the workplace. An EAP is an invaluable resource offering employees confidential expert advice and support 24 hours a day, seven days a week. In addition, it enables access to a range of counselling, legal, and other professionals, to support employees on a broad range of subjects.

The CiC package offers a 24/7 helpline; up to six sessions of telephone, face to face or online counselling; legal information; financial information; health and well-being advice; and an online well-being portal. It also includes additional services such as family care advice, debt counselling, the ‘Everyday Matters’ time management services and a whistle-blowing service.



Summary of services

Services provided	
Available to all employees	24/7 telephone counselling
Financial information	Legal information
Managerial and HR helpline	Debt counselling & Information
Family care advice	Managerial support service
Online counsellor chat	Expatriate/third country national support
Website with articles on health and well-being, work life, personal life, mind and body, legal and information for managers	Online real-time reporting
Specialist advice/general information including child and elder care advice, advice on local benefits, health care, social services etc.	Dedicated account manager
Electronic communications toolkit, monthly wellbeing article updates and monthly email notifications	Access to account manager service briefings via webinar

Service details

Telephone helpline

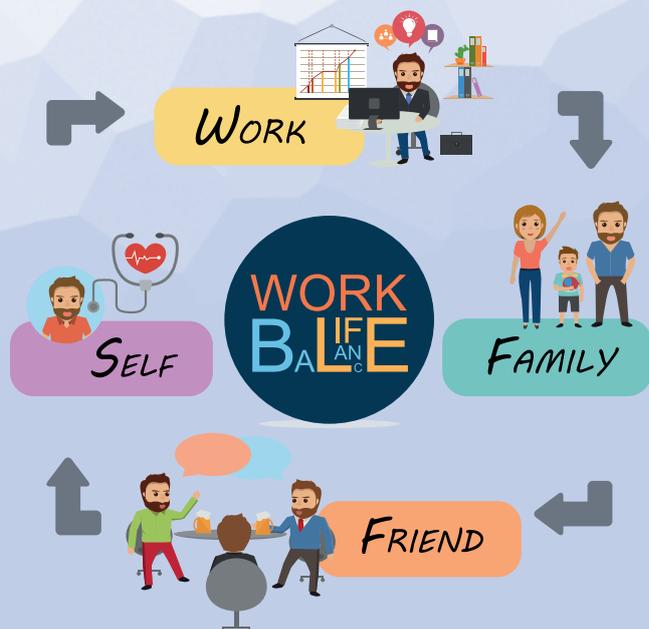
- Access via a freephone number as well as landline or Next Generation Text.
- The service is available to all your employees.
- Unlike many other EAPs our calls are triaged by fully qualified, practicing counsellors, trained to identify the nature of the call and provide immediate appropriate support over the phone without the need to transfer the call to another department.

Telephone counselling

- CiC provides 24/7/365 access to telephone counselling.
- Fully trained, experienced and practicing counsellors undertake assessment to determine the most appropriate form of therapy (either face to face, online, VoIP or telephone).
- The service addresses the needs of those in a modern workplace and covers a wide range of both lifestyle and work-related issues.

Face to face counselling

- Six sessions per case are included in the overall price. Additional sessions, if required, can be purchased on an ad-hoc basis.
- The provision is for short-term solution-focused counselling for employees experiencing personal difficulties at home or work.
- Face to face counselling is provided by network counsellors who have been vetted by CiC. As a minimum, they have a master's degree in counselling, psychology, clinical social work or a related field of mental health, and a minimum of three years' clinical experience.



Examples of information available via Well Online include:

- **Personal Life:** Topics include bereavement, money, relationships, family, and legal concerns.
- **Work Life:** Topics include retirement, Work/life balance, redundancy, stress, appraisals and working relationships.
- **Health and Wellbeing:** Topics include stress, physical health, nutrition, ill health, and smoking cessation.

Support helpline for managers

The managerial helpline service is staffed by counsellors with expert training in human behaviour and relationships, and with management experience. The service provides support for managers with challenges and problems within their teams. It can help in the following areas:

- Conflicts at work.
- Work-related stress.
- Team issues.
- Behavioural issues.

In addition, information for managers on CiC's web portal "Well Online" assists managers in supporting their staff, and enables them to enhance their managerial skills and develop strategies for dealing with difficult events. There is also a managers' employee referral portal for quick, confidential, trackable employee referrals into counselling.

Guidance and advice on HR issues, policies, and procedures

- Integration of the EAP within HR and occupational health policies and practices to ensure optimum value for the business in areas such as absence management, rehabilitation, and performance improvement.
- Guidance and support on the development and deployment of employee well-being policies.
- Assistance in developing policies for the prevention and resolution of conflict within the workplace.
- Guidance on compliance with regulatory and legislative controls in context of issues such as work-related stress.

"Everyday matters" information sourcing service

Everyday Matters is a wide-ranging personal assistance service to help you to accomplish any task that you don't have the time or knowledge to manage yourself.

It includes help with sourcing services to assist employees with their home, family and pets; retail, leisure and entertainment, and motor and travel, for example, finding builders, vets, or babysitters, obtaining cinema information or locating a garage. The service allows the employee to discuss their individual requirement with CiC staff who will source the requested service and send the employee all the contact details they need.



International employee support

CiC supports many customers whose employees are based abroad or who regularly travel abroad on business. We manage an international network of counsellors around the world ensuring face to face support in the language of choice so long as the required area has suitably qualified counsellors located there.

Alternatively our telephone counselling team can arrange for structured sessions over the phone or via VoIP (Skype, VSee Telemedicine Platform etc.) ensuring that your people have access wherever they are based, even if they move around from country to country on a regular basis.

We can support employees who are unable to interact in English through a variety of options, including the Language Line translation service which supports over 200 different languages.

We already provide international freephone numbers for many territories and are happy to discuss setting up bespoke designated freephone lines for individual customers. In addition we will provide soft copy promotional material in most major languages and can create individual online service information portals for your people based on their language of preference.

Whistle-blowing

The CiC whistle-blowing service provides an opportunity for employees to confidentially report serious concerns they may have about wrongdoing in the workplace.

Types of concern might include, but are not restricted to:

Conduct that is an offence or breach of the law.

- Failure to comply with legal obligation.
- Health and safety risks, including risks to the public as well as other employees.
- Unauthorised use of public funds.
- All calls are treated in confidence unless the caller consents to disclosure to the employer, partners, or suppliers.

All incidents reported to the service will be relayed to the designated contact point within the employer's organisation – usually within 24 hours of receipt. Anyone consenting to disclose his or her identity will be protected by the provisions of the Public Interest Disclosure Act 1998.

Included in the whistle-blowing service is the confidential reporting website where whistle-blowers can submit their concerns in complete confidentiality and anonymity. In addition CiC's confidential advice line service acts as intermediary between the whistle-blower and can relay feedback and outcomes between the customer organisation and the whistle-blower whilst protecting confidentiality and anonymity.



Account management

CiC will provide varying levels of account management, depending on the number of employees covered.

The programme launch will be supported by employee webinar briefings for clients with less than 1,000 employees. Clients with 1,000 to 4,999 employees will receive one face-to-face employee briefing and up to four webinars. Clients with more than 5,000 employees will receive two face-to-face employee briefings and up to four webinars.

In addition, CiC offers telephone meetings for clients with less than 1,000 employees. Clients with 1,000 to 4,999 employees will receive one annual face-to-face meeting with quarterly telephone support for the rest of the year, and clients with more than 5,000 employees will receive quarterly face-to-face meetings.

Communication

The programme includes the following materials:

- Brochure to introduce the programme to employees, which should be distributed just prior to launch and redistributed at the beginning of each new contract year.
- Template introductory letter/email that can be edited to your own in-house style and sent to all staff.
- Supply of flyers with a tear off wallet card that features all the ways employees can contact the service. Alternatively soft copies of all promotional materials are provided at no additional expense
- Information for the Managerial Support Service.

An electronic communications toolkit contains information for employees as well as posters for EAP managers/co-ordinators. The information can be stored on a hard drive and distributed via email or printed, according to individual preferences.

As well as materials available electronically at launch, CiC will supply monthly 4-page well-being articles, available on the well-being portal "Well Online", that can be re-distributed to employees and tie in to existing organisational wellbeing initiatives..



All company contacts can be emailed on a monthly basis to notify them of the new well-being article, provide a summary and assist them in accessing it from "Well Online".

Management information

Management information reports detailing usage data are available online in real time to designated EAP managers/co-ordinators. To maintain confidentiality, clients with fewer than 55 employees receive basic usage information only.

In addition, designated customer contacts can maintain a reporting schedule which will allow them control over when and where they receive management information reports automatically by email, direct from CiC's secure server.

Alternatively your CiC account manager can manage the reporting schedule on your behalf, ensuring that the right reports get out to the right people in your organisation as and when you require.