

# EAP

## Questions & Answers

### Questions and Answers

#### What is the Employee Assistance Programme?

The Employee Assistance Programme (EAP) is a confidential and independent counselling and information service available to all employees.

#### What does the service provide?

The EAP provides a freephone helpline giving employees 24-hour access to telephone counselling, practical information and guidance for both personal and work-related issues. Face to face counselling of up to 5 sessions is also available close to where you live or work.

#### Why is my organisation providing this service?

Your organisation is committed to caring for the health, safety and welfare of our employees. It can be difficult to separate our home and work lives and it is not always possible to leave problems at home when you come to work. The EAP is provided as an additional resource should you wish to discuss your problems confidentially and outside the workplace.

#### When is the service available?

The EAP is available 24 hours a day, 365 days a year

#### Who provides the service on behalf of your organisation?

The service is provided through the Validium Group, a professional, independent organisation that runs employee assistance services for many UK based companies.

#### Who pays for the service?

The service is funded by your organisation. There is no cost to employees for any of the services provided by Validium.

#### Who is entitled to use the service?

All employees in the UK.

#### How can I contact the EAP?

Simply call the 24-hour freephone number whenever you need support.

#### How will Validium know whether I'm eligible to use the EAP service?

Validium do not hold a list of eligible employees. It is taken on trust that if you call the helpline number and are an employee then you are covered by the service.

#### How often can I contact the service?

You can contact the service whenever you need counselling support or information to help you with a legal, money and debt or health issue.

#### Why should I use this service rather than external organisations like Relate, Cruse, the Citizens Advice Bureau or the Samaritans?

You are free to choose the type of support you want.

The EAP is an additional resource which is professionally run and immediately accessible for you.

### Telephone Services

#### What happens when I call in?

Your call will be answered by one of Validium's professional counselling or information team. The person who answers the telephone will discuss the problem with you and may transfer you to a colleague if you need the support of a different specialist.

#### What information will I be asked for when I call?

You will be asked for your name and contact details (which are securely held) and also for general information for the provision of statistics. You can choose to remain anonymous if you wish. If your call is about counselling issues, you may be asked some standard risk questions for your own safety.

#### What types of issue can I talk to the counsellors about?

Support is offered for problems such as relationship difficulties, bereavement, employment worries, emotional health, depression, stress and alcohol and drug problems.

#### What information services can I use?

Validium's EAP provides practical and objective guidance and information on:

- legal matters such as consumer rights, housing, relationships, property and crime
- financial issues like debt, mortgages and taxation
- health and wellbeing information on lifestyle, symptoms, conditions and treatment options

#### What if I don't like the telephone counsellor/specialist I've spoken to?

The individual you speak to will give you their name. You can ask to speak to someone else if you wish.

#### Can I speak more than once to the same telephone counsellor/specialist?

Yes. You can ask for that individual when you call in. If they are not there at that time they can call you back.

#### What happens if there are no telephone counsellors/specialists free to take a call?

Should this happen, if you are willing to leave a phone number, you will be called back.

#### How can I use the service if I have a hearing impediment?

A minicom text phone is available on 0800 039 7879

# EAP

## Questions & Answers



### Face to Face Counselling

#### What happens if I want to see a counsellor?

Telephone the helpline and request face to face counselling. Validium will then arrange for you to be seen by one of their network of counsellors or psychologists, close to your home or work location.

#### What face to face counselling can I have?

You will generally have an assessment session followed by a number of sessions, where appropriate.

#### How long will it take to set up the counselling?

Once you have spoken to the EAP helpline staff, you will generally receive a call from a local counsellor or psychologist within a couple of working days to set up an appointment for a suitable date and time. Counselling can be arranged to fit around your working hours.

#### What about the cost of the counselling sessions?

Face to face sessions can be provided at no cost to you as part of EAP service.

#### Who provides the counselling sessions?

The counselling is provided by experienced and qualified counsellors and psychologists from Validium's local resource network.

#### How are the local resources selected?

Validium have a rigorous selection process for network resources that checks out their qualifications, training and experience.

#### Where does the counselling take place?

The counselling will take place at the counsellor's or psychologist's consulting rooms. Sometimes this will be a private address as many counselling resources run private practices from home.

#### Can I choose the type of person I see?

The local counsellor or psychologist will be selected for you by one of Validium's Case Management team. They will select someone who has the training and experience appropriate for your problem, and who is available at times suitable for you.

#### What happens at the end of my counselling sessions?

You will be asked to provide feedback on the service via an anonymous questionnaire. Should you need further help with the problem, additional local resources will be discussed with you.

#### What happens if I leave my organisation in the middle of counselling?

If you are part way through a set of sessions when you leave the company, these will be completed.

### Confidentiality

#### Is the service confidential?

The EAP is a confidential service. No information about individuals or their specific problems will go back to your organisation.

#### Are there any limits to the confidentiality?

The EAP will only intervene - and if necessary break confidentiality - if you or someone else is in danger of being harmed by your, or someone else's actions.

#### How confidential are work-related issues?

Work-related problems are treated just as confidentially as all other issues.

#### Will the EAP helpline number show on itemised phone bills?

No, not for phone bills relating to land-lines, because it is a freephone number. However the number will appear on bills relating to mobile phones as your provider may charge for 0800 numbers.

### Quality

#### What standards does the EAP operate to?

Validium, who run the EAP service, are a registered provider with the Employee Assistance Professionals Association and work to their quality standards. The company is also registered to the standards of ISO 9001, SA 8000 (Social Accountability), Investors in People, ISO/IEC 27001 (Information Security) and BS 25999 (Business Continuity).

### Feedback

#### What information is passed back to my organisation?

The only information that the organisation will receive is confirmation of whether the service is being used and the types of calls.

# EAP

## Questions & Answers



### Managers and the EAP

#### Does my organisation having the EAP change my relationships with my Manager or HR?

No. The EAP is provided as an additional and independent source of support. You should continue to communicate with your line managers and Human Resources where appropriate.

#### Can managers use the service to help them to support staff more effectively?

Managers can use the service, like everyone else, in their own right. Should they wish to, they can also consult the counsellors confidentially about how best to support the people who work for them.

#### Can managers recommend that I use the EAP?

Sometimes people will call the service at the prompting of someone else - a colleague, their manager or someone in HR, for example. Your manager may suggest that you call for help if he or she is concerned about you.

#### Can my organisation insist that I use the EAP?

No. Contacting the EAP is voluntary. Even if your manager says that you should call, it is still your choice whether you make contact.

### EAP Resources

#### Who are Validium?

Validium is the independent organisation that runs the EAP on behalf of your organisation. Validium run professional employee assistance services for many UK based companies.

#### Who are the people who answer the helpline?

The helpline is staffed by experienced individuals who specialise in counselling and/or providing information and guidance. The individuals are all trained in the particular areas of support that they offer.

#### Who will I see if I go for face to face counselling?

The local counselling resources are either qualified counsellors who are accredited by the British Association for Counselling and Psychotherapy or the United Kingdom Council for Psychotherapy; or psychologists chartered by the British Psychological Society.

#### Who arranges the face to face counselling for me?

Validium has a team of Case Managers who match individuals with the most appropriate local resource. The Case Manager will brief your counsellor/psychologist on your needs.

#### Can I get information about other resources from the EAP?

The EAP can give you information on other support available, for example through local counselling groups, voluntary agencies or the NHS.

**0800 3 58 48 58**

(Outside UK: +44 141 271 7179)

For online support join vClub at [validium.com](http://validium.com)

**Username: NetworkRail**

**Password: onlinesupport**

**0330 332 9980**

(Free from mobiles with contract minutes)

**24/7 Confidential Service**

 **validium**<sup>®</sup>  
INCREASING WORKFORCE VALUE