

Employee Assistance Programmes

Counselling & Specialist Information Service

Vhi Corporate Solutions



Most of the time, we can depend on our own resourcefulness to cope with whatever comes our way. But every now and then we may need a little help. Someone who can listen, understand and above all, offer assistance.

What is an Employee Assistance Programme (EAP)?

The purpose of the EAP is to provide employees with easy access to confidential counselling and information services to assist in coping with personal, work, financial or legal issues.

When would you use this service?

When you are worried or concerned, it helps to have someone who will listen. If that someone is a skilled counsellor, then you're taking the first step to resolving these worries or concerns. Apart from getting support, you will discover your own strengths, skills and resources. The EAP can help you with issues in any of these areas:

- Family issues
- Work related issues
- Emotional concerns
- Relationship difficulties
- General information queries
- Financial matters
- Legal matters

How is the service provided?

Through the EAP, Counselling and Information Services are available from a range of professional counsellors, psychotherapists and information specialists. Your employer has contracted Vhi Corporate Solutions, an external provider, to deliver the EAP.

The following services are available:

- Specialist Information
- Face to Face counselling
- Telephone counselling

A) Specialist information service

Our specialist information team are there to help you find your way through complex areas including: finance, legal, family matters and consumer issues. All callers have direct access to qualified and experienced Information Specialists supported by a network of solicitors and accountants. This service is available Monday to Friday from 8 a.m. – 10p.m., and 9 a.m. – 5p.m. on bank holidays and weekends. Callers have unlimited access to this service.

B) Face to face and telephone counselling

The type of counselling available through the EAP is referred to as 'Solution Focused Short Term Counselling' and works with current issues in a goal oriented manner, identifying existing strengths and potential solutions in a collaborative way between counsellor and client. The process commences with a telephone assessment to identify appropriate short term issues that can be reasonably addressed within the short term counselling model.

If longer term counselling or in depth psychotherapy is required we will identify appropriate resources for you in your local area, including low or no cost options.

- The telephone counselling is available 24 hours a day, 365 days a year.
- Face to face appointments can be made at a location convenient to you.

Cost

The EAP service is paid for by your employer along with any Short Term Solution Focused Counseling sessions required by any employee.

Longer term counseling is not funded through the EAP or your employer. Where it is deemed appropriate, clients can be referred to appropriate local resources including low or no-cost options.

How do I know the service is confidential?

Our Employee Assistance Programme team are bound to confidentiality by codes of ethics. This means that any contact with you remains confidential. You choose what information you share, and no details will be given to anyone unless you instruct us to do this.

Unless you choose to tell your colleagues at work, no-one will be aware that you have used the service. Your company is only provided with anonymous statistical data for service evaluation purposes. No data is given which identifies individual users of the service.

How do I access the service?

To talk to a member of our team, whether you require access to our information or counselling service, call free phone:

ROI: 1800 300 061

U.K./N.I.: 0800 243 458

Telephone Counselling is available 24 hours a day, 365 days a year

or

E-mail Specialist Information Service at eap@vhics.ie

We welcome feedback on all elements of our service, comments can be sent to eapfeedback@vhics.ie

Data Protection Legislation

The personal information you provide will be held on behalf of Vhi Corporate Solutions by its agent EAR Ltd. , for use only in the provision and administration of Employee Assistance Programmes and related services and, in providing such information, you consent to its use by EAR Ltd. , for that purpose.