



# The Employee Assistance Programme

For concerns big or small

## Feel Happier at Work

We all need someone to talk to, especially when life gets on top of us. Your Vhi Employee Assistance Programme (EAP) is here to help you cope with all of life's ups and downs. This free, confidential service is available to you and your family members\* at any time, providing immediate access to fully qualified, accredited counsellors and information specialists.

Our dedicated team of professionals have the knowledge and expertise to help you with any concerns you may have, big or small.

### Confidentiality

As an external EAP provider, we are bound by strict professional standards regarding confidentiality and the disclosure of employee details who seek our services.

You choose what information you share with us, and no details will be given to anyone unless you instruct us to. The only exceptions are where there is a risk to someone's life or safety or where it is required by law.

Your company will only be provided with anonymous statistical data for service evaluation purposes; they will never receive data which identifies individual employees.



\* Family member is categorised as direct family or anyone living under the same roof.

# Peace of Mind as an Employee

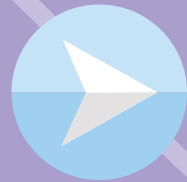
You can talk to us about whatever is on your mind, and rest assured, your EAP can provide the practical assistance & emotional support you need both in taking

proactive measures or in reacting to times of crisis. We cover a full spectrum of issues; from personal & family matters to work and money problems.



## Personal & Family Issues

- + Relationship challenges
- + Legal issues
- + Infertility
- + Caring for relatives
- + Grief
- + Divorce or separation
- + Family friction
- + Unplanned pregnancy



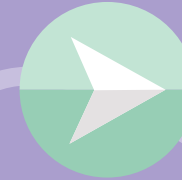
## Health & Fitness

- + Stress
- + Nutrition
- + Life stages
- + Emotional health
- + Depression
- + Smoking & drinking



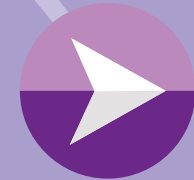
## Babies & Children

- + Pregnancy
- + Juggling work & home
- + Difficult teenagers
- + Post-natal depression
- + Childcare



## Managing Money

- + Budgeting
- + Pensions
- + Banking
- + Credit cards
- + Savings
- + Property



## Work Issues

- + Promotion
- + Career progression
- + Relationships at work
- + Management consultation
- + Managing change

## Choose the Service that Suits You Best

We have a wide range of benefits and services available 24 hours a day, 365 days a year, including:

### Telephone & Face-to-Face Counselling

We provide counselling 24 hours a day, 7 days a week via telephone or, if you prefer a face-to-face session; appointments can be made at a location convenient to you.

The type of counselling we provide 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 the counsellor and the employee.

The process commences with a telephone assessment to identify appropriate short term issues that can be reasonably addressed within the short term counselling model.

### Referrals to Specialist Counselling Services

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.

### Manager Support Helpline

Our Manager Consultation Service ensures that management level staff have access to professional information and resources needed to deal with or resolve specific issues and concerns.

Managers are provided with an independent, expert resource to discuss difficult or sensitive issues that are affecting team members. This service helps managers enhance strategic and interpersonal skills, improving their individual performance and that of their staff.





## Parent Coaching

Parenting today is not an easy job. There are times when we can all use a little extra support and information to get us through everyday parenting challenges.

These are just a few examples. We offer support, whatever parenting issue you bring.

Parent Coaching takes place over the phone with a member of our counselling team. The number of sessions are agreed in advance and scheduled to fit your availability, so that you can fully benefit from the calls without fear of interruptions.

### Common Parenting Issues

- + Helping children cope with change - moving house, new school, bereavement, separation and divorce
- + Understanding and managing emotions, communication skills, how to listen
- + Helping your child at school, sibling issues, self-esteem, anxiety, bullying
- + How to stay calm, identifying your strengths as a parent, strategies for self-care



## Career Coaching

If you have questions or concerns about your career and performance, and want to explore these work related issues in a confidential manner, then Vhi's career coaching service is only a phone call away.

### How does Career Coaching work?

Coaching supports you in understanding how you contribute to the organisation by identifying your key behavioural patterns at work.

Coaching helps you to look more closely at your job description, identifying your strengths and weaknesses in meeting the goals of your job. Typically, over a number of sessions, you are supported in identifying and evaluating your own strengths, weaknesses, opportunities and threats (SWOT), with a developed SWOT as one of the outcomes.

Coaching will support you in utilising your skills and competence more effectively, helping you to consider, understand and take charge of all aspects of your performance. It can also help you to identify and foster new relationships within, and outside, the organisation. Coaching facilitates 'outside the box' thinking, encouraging and helping you to come to new realisations about your engagement with your work.

The focus of the sessions will depend on where you are in your career, and what changes you wish to make. These may include:

- + Understanding performance and competence management
- + Identifying your career objectives
- + Aligning individual career planning with company competence needs
- + Identifying career and promotion opportunities
- + Conducting and participating in performance appraisals/reviews
- + Identifying and changing behaviours at work

Following your initial contact with your EAP, career coaching needs will be explored and an agreed number of weekly telephone coaching sessions will be scheduled. Sessions will be arranged to fit your availability, so that you can obtain maximum benefit from the calls without fear of interruptions.





## Critical Incident Support

Critical incidents are unexpected events and occur outside our normal range of experience, affecting our everyday lives. Such incidents can take many forms: the death or illness of a close family member or colleague, a workplace accident, fire, assault, theft or suicide.

A variety of reactions may occur in the aftermath of a critical incident. Some of these reactions can manifest themselves immediately at the scene of the event, while others may appear in the following hours, days or even weeks. These reactions may include feelings of anxiety, fear or guilt.

If you are affected by a critical incident, your EAP can provide you with immediate telephone support 24/7 via the freephone helpline and referrals may also be made to face-to-face counselling.

## Specialist Information Service

Sometimes you just need help to navigate through complex issues like:

Finance, legal, family matters and consumer affairs.

By calling our Information Specialists team you have direct access to qualified and experienced professionals.

You will have unlimited access to this service, helping to save time and disruption when you're not sure of the right way to proceed.



## (EAP) Online Portal

Our employee assistance services are specifically designed to be convenient for employees to access in ways that protect their confidentiality and fit with their demanding lifestyles.

To that end we aim to provide the broadest possible means of contacting the service, and so as part of this commitment we offer a dedicated online portal. The portal contains information about the service and employees can download useful factsheets on subjects like stress, parenting, finance and work life balance.

In addition, the website brings you a number of tools, designed to help address issues affecting your personal life, work life and health and wellbeing and to assist you to prepare for future work and life changes, these include:

- + Self-Help programmes
- + Mindfulness tools
- + Well-being screeners
- + Smoking cessation planner
- + Health calculators



# Employee Assistance Programme (EAP) Services

Your confidential counselling service is available 24 hours a day, 365 days a year. If there's an issue that's been bothering you, a simple phone call or email could set you on the path to a solution that may ultimately change your life for the better.

Whatever the issue, you can call us day or night on

**Freephone 1800 995 956**

Or, if you'd rather, email us at

**[eap@vhics.ie](mailto:eap@vhics.ie)**

or, access your EAP Online Portal

**[www.wellbeing-4life.com](http://www.wellbeing-4life.com)**