

## A Guide to Employee Assistance Programmes & Stress Management Services

| <b>Contents:</b>   | <b>Page:</b>            |
|--|-------------------------|
| <b>1. EAP Overview</b><br>Benefits of EAPs   | <b>2</b>                |
| <b>2. Executive Summary</b>  | <b>3</b>                |
| <b>3. Why Employers Choose WSM</b><br>Distinguishing features of WSM's EAP and stress management services<br>Testimonials from WSM's EAP customers         | <b>4</b><br>4<br>4      |
| <b>4. EAP Packages &amp; Options</b><br>EAP service level options<br>Fixed price EAP pricing model<br>Pay-as-you-go EAP pricing model                      | <b>5</b><br>5<br>5<br>5 |
| <b>5. Counselling &amp; Advice Services</b><br>Telephone counselling<br>Legal advice<br>Face-to-face counselling   | <b>6</b><br>6<br>6<br>6 |
| <b>6. Clinical Quality and Standards</b>   | <b>7</b>                |
| <b>7. Account Management &amp; Usage Reporting</b><br>Account management<br>EAP usage reports  | <b>7</b><br>7<br>8      |
| <b>8. Launch, Employee Communication &amp; Briefings</b><br>Implementation procedure & timetable<br>Employee communication material                        | <b>9</b><br>9<br>9      |
| <b>9. Stress Management Services</b><br>Return-to-work mediation, conflict resolution & specialist counselling<br>Stress management training & consultancy | <b>10</b><br>10<br>10   |

# EAP Overview

## What is an EAP?

An EAP is a powerful HR resource and helps managers and employees through the provision of counselling, advice and referral on a wide variety of work and personal issues. Employee Assistance Programmes provide confidential counselling and advice service, 24 hours a day, seven days a week. They offer practical and emotional support for employees and their immediate family members.

Whether it is a workplace issue, a relationship breakdown, or a financial issue that is causing distress, EAPs offer support when it is most needed. The service also offers support for managers on how to handle difficult employees or situations.

## EAPs are Relevant in times of Economic Recession

EAPs are particularly valuable to employers in times of economic recession. As employers look for ways to boost morale, improve productivity and cut costs, EAPs and 24/7 counselling helplines are a positive, relevant and cost-saving response to the economic downturn. Advice for managers and HR, redundancy support and debt counselling are amongst many recession-relevant issues covered by EAP services.

## Benefits of EAPs

- An authoritative source of **advice for HR & line managers**
- Better management of **stress-related sickness absence**
- Counselling & advice for staff facing **redundancy**
- Support for “**redundancy survivors**” taking on more work
- A tangible **employee benefit** that promotes staff wellbeing
- Mediation and a reduction in **employment tribunals**
- **Litigation risk management** for employers facing stress-related claims

## Support for Organisations & Managers

In many situations the EAP can support the HR teams and individual managers:

- **Absence Management** – the EAP can be used as a core part of an organisations’ absence management strategy to support employees returning to work, regardless of the cause of their absence. The EAP can directly support employee absent through Stress or other psychological issues. EAPs can also emotionally support employees facing physical problems as the cause of their absence.
- **Grievance or Disciplinary Procedure** – these procedures are stressful for both an employer and an employee. Managers can support an employee and protect the interests of their organisation as well, by referring employee to the EAP service.
- **Business Continuity/Workplace Trauma Procedure** – as part of the information chain and in a Business Continuity procedure make reference to the service for immediate support for employees who may have been affected by a trauma. This can cover those directly involved in a major incident to those who may be indirectly traumatised.
- **Disputes in the Workplace** – as a manager it can be difficult to deal with conflicting employees. As part of a response to a complaint from an employee about another, you can refer both employees to the EAP service for support. This can work in tandem with your internal resolution methods.
- **Supporting your Dignity at Work, Wellbeing and Bullying & Harassment policies** – the EAP can provide support with regards to these policies in the same respect to disputes in the workplace.
- **Internal health promotions** – if your team or department are promoting health in the workplace, it is useful to also mention the Employee Helpline, which provides psychological support services to employees with both work related and personal issues.
- **Personal Issues** - employees facing a personal issue such as bereavement or divorce can be given the information on the service to support them through a difficult time.

# WSM - Executive Summary

Work Stress Management Ltd. (WSM) is a leading provider of 24/7 confidential counselling and advice services – often referred to as employee assistance programmes (EAPs). Our full range of complementary stress management services includes:

- **EAP services** – a choice of three service levels (*see page 4*)
- **Ad-hoc face-to-face counselling** and one-off employee support (*see page 6*)
- Trauma response and **critical incident de-briefing** services (*see page 9*)
- Return-to-work **stress-related mediation** & conflict resolution (*see page 9*)
- **Stress management training** for managers and organisations (*see page 9*)
- Stress audits and **risk assessments** (*see page 9*)

## Background

Work Stress Management was established in 2002 following extensive market research amongst employers of all sizes and from all sectors. This research showed that many employers had considered offering an employee assistance programme but were deterred by the high costs and complexity of traditional EAPs. WSM was set up as a direct response to employers who wanted:

- **A cost effective EAP** – focused on the core EAP services of quality, confidential counselling.
- **High quality clinical and counselling standards** – our UK-wide network of counsellors are all carefully selected by us and operate to the highest professional, clinical and ethical standards. (*see page 7*)
- **Clear & Comprehensive Management Reporting** – WSM has developed a unique EAP usage report for customers, where the exact type and nature of all calls received are recorded. (*see page 7*)

We are now one of the UK's leading providers of Employee Assistance Programmes (EAPs) and complementary stress management services. WSM focuses on reducing the impact of employee problems in the workplace, as well as supporting individuals coping with a variety of personal, family and domestic issues.

## EAP Options

WSM offers employers a choice of three high quality and cost effective EAP options:

1. **Standard EAP** - Telephone Counselling & Advice Helpline
2. **Legal EAP** - Telephone Counselling & Legal Advice Helpline
3. **Premier EAP** - Pre-paid Face-to-Face and Telephone Counselling & Legal Helpline

## Choice of EAP Contract Models

WSM offers employers a choice of two contract models: (*see page 4*)

- a. **Fixed Price (Unlimited Usage) Contract**  
Employers pay a fixed fee, based on the number of employees to be covered. Usage of the EAP is un-limited.
- b. **Pay as You Go Contract**  
An innovative new subscription model that enables employers to pay only for counselling and advice sessions that are actually used by their employees. Employers also pay a small management fee.

## Affordable EAP Services

WSM brings a fresh approach to the traditional EAP market. By concentrating on core EAP services of counselling, advice and management reporting, we are able to combine high quality service delivery with un-rivalled value for money. Prices for our *Standard EAP package* (Telephone Counselling & Advice) start at just **£2.92 per employee per annum** – less than 1 pence per employee per day!

# Why Employers Choose WSM

WSM combines the best of traditional and established EAP best practice – with unique innovation and specialisation:

- We specialise in high quality EAP provision. **EAP delivery is our core activity** – not an add-on or afterthought out-sourced to another organisation.
- We do offer a range of **complementary stress management, consultancy and training services**. To provide these services we work in partnership with carefully chosen specialists who share our values and commitment to quality and professionalism.
- Our **carefully selected network of partners, counsellors and specialist advisors** covers every corner of the UK and includes the Republic of Ireland. Our network is deliberately kept at a manageable size so we can build and maintain a strong relationship with our team and guarantee quality.
- We place a great emphasis on **pro-active and thorough account management**. From the outset we will seek to fully understand your EAP objectives, work closely with your management team and existing support mechanisms.
- Our **usage reporting is unique and detailed**. WSM is one of a handful of EAP providers who go beyond providing just a single usage rate sub-total – we produce a unique and powerful breakdown of the types and quantities of all calls received. Whilst protecting caller confidentiality, we are able to help our customers understand causes of stress in their organisation so they can take pro-active steps to tackle problem areas.
- We believe in offering our customers **exceptional value for money**. We focus on the important core aspects of EAP provision and avoid un-necessary, expensive and diversionary non-core services.
- Our **charging and accounting practices are open and transparent**. We are very mindful of the trust placed in us by our customers and are meticulous in ensuring that additional expenses are only incurred by customers when there is an unambiguous clinical need.

## Testimonials from WSM EAP Customers

- "We have developed a great partnership with WSM which allows us to communicate our services effectively to our employees."
- "The EAP has been positively received by our employees as they appreciate the service which we provide and see it as a tangible benefit."
- "Unfortunately we receive a high volume of critical incidences, the WSM EAP service has provided our staff with continuing support and has become an integral part of our organisation."

**William Hill**

- "The WSM 24-hour call centre is extremely useful, as well as the ability to perform management referrals. This enables us to offer a proactive emotional and absence management support to our employees and helps protect us as an organisation against litigation."

**Surrey County Cricket Club**

- "I know that people have used the service. Whilst not infringing confidentiality I have noticed positive outcomes with certain employees.....we are extremely happy with the usage."

**Victim Support West Midlands**

- "Providing WSM's EAP has enabled us to remain competitive within the pharmaceutical industry and assist in communicating the value we place on our employees."
- "If it only helps one individual in any way whatsoever, at an uncertain time in their life, EAP is worth doing. "
- "The assistance was very useful: I'd definitely use this service again and recommend it to others."

**Forum Bioscience Holdings Ltd**

# EAP Packages & Options

WSM offers three EAP options:

## 1. Standard EAP - Telephone Counselling Helpline

- **24/7 telephone counselling** – unlimited number of counselling sessions per employee,
- **Free-phone 24/7 help-desk**, (0800 numbers for UK and Republic of Ireland),
- Counselling and practical advice on all **work-related, personal**, family and domestic issues
- Management referral to **face-to-face counselling** in – billed on a *fee per usage* basis,
- Counsellor referral for optional additional face-to-face counselling in severe cases based on clinical recommendation – **billed on a fee per usage basis**,
- Advice, information and **sign-posting** to specialist sources of assistance,
- **Debt counselling** – telephone specialist debt counselling and advice,
- **Employee communication literature** to all employees – leaflets, wallet-cards, posters and e-material,
- Comprehensive EAP launch communication programme and **manager's briefing presentations**
- Un-complicated and practical management reporting and **detailed usage analysis**.

## 2. Legal EAP - Telephone Counselling & Legal Helpline

- All of the above features, plus,
- **Legal helpline** – staffed by fully qualified lawyers,
- Up to 3 legal consultations per employee per issue.

## 3. Premier EAP - Face-to-Face, Telephone Counselling & Legal Helpline

- All of the above features, plus,
- **Pre-paid face-to-face counselling**,
- Up to 6 face-to-face counselling sessions per employee per issue.

# Contract Models & Prices

WSM offers employers a choice of two contract models:

## 1. Fixed Price EAP Contract Model (Unlimited Usage)

Employers pay a fixed fee (normally per quarter), based on the number of employees to be covered. One of 3 EAP levels is selected (*Standard, Legal* or *Premier* – see above). Usage of the EAP is un-limited. If your EAP usage is higher than average, your organisation will still pay the fixed price – giving you certainty as to what your EAP costs will be. Unlimited telephone counselling and advice on work and family issues is included in all three EAP service options. Face-to-face counselling is an additional charge, paid for on a usage basis within the *Standard* and *Legal* service levels, and included as a pre-paid element within the *Premier* EAP option.

## 2. Pay as You Go EAP Contract Model

WSM's **Pay-as-You-Go** EAP is an innovative new employee assistance programme contract model that enables employers to pay only for counselling and advice sessions that are actually used by their employees. Employers pay a small quarterly management fee (to cover communication literature for employees and quarterly usage reports), and then pay for counselling and advice sessions dependent on their employee's usage of the service. The **Pay as You Go** payment model can be used with any of WSM's three EAP service options.

# Payment Terms & Contract Options

### Standard Contract

The standard contract for most of WSM's EAP customers is a *rolling contract* with payments being made quarterly. Standard contracts have a minimum duration of 12-months.

### Annual Contract

WSM also offers the option of an annual contract with full payment for the EAP service being made at the beginning of the contract.

### Flexible Contract Options

While we try to keep our contract models as simple as possible, we are always happy to look at flexible bespoke contract options if required.

### Contract Terms

All prices are quoted exclusive of VAT @ 15.0%  
Payment terms are 30 days net.

# Counselling & Advice Services

## Telephone Counselling

WSM's telephone counselling offers individuals unlimited access to structured telephone counselling with a WSM approved counsellor. Should the employee require further sessions at any time, it can be arranged for that individual to speak to the same counsellor, thereby continuing the relationship already developed between the employee and the counsellor.

Our focus on practical help and advice is combined with a proven and highly effective telephone counselling model. Counselling is a process in which a counsellor gives supportive help to someone else who wants to talk over a problem or situation. The counsellor will help the person to explore the situation in order to acquire greater insight into what's happening and discover ways of improving the situation. A counsellor listens objectively to be supportive and help an individual choose their own solutions. A major aim of counselling is to enable people to discover that they are often, in fact, able to make real choices in their lives. More often than they realise people can find alternatives to feeling 'trapped'.

### Advice, Guidance and Signposting

As part of the EAP service and triage process, where appropriate employees will be given specialist guidance. The service will allow employees access practical and financial advice through WSM's advisors. The EAP helpline can signpost employees to specialist services as part of the database of organisations offering specialist services where referral to the EAP is inappropriate, for example where an individual has a drug or alcohol problem. WSM will undertake bespoke research for an employee if necessary for a particular enquiry, if required.

### Practical Advice

WSM places a strong emphasis on helping employees with practical advice and by offering them realistic strategies and solutions to their problems. Our counsellors are trained to help employees manage more effectively work-related problems and challenges and to encourage good communication to promote harmony in the workplace. We will, where appropriate, always **encourage employees to talk to their manager or employer about a workplace problem they have**. If requested, we will act as a mediator and approach an employer on an employee's behalf.

## Legal Advice

Comprehensive and practical legal advice is offered on all legal issues, including employment, civil, family and criminal law. The employment advice offered is of a positive and practical nature – often giving advice on contractual terms and employment conditions. The legal advice is provided by an experienced team of fully qualified lawyers. Employees are entitled to up to 3 legal consultations per employee per issue.

## Face-to-Face Counselling

WSM's UK-wide network of experienced counsellors provide face-to-face counselling across the country and also throughout Ireland. Face-to-face counselling is fully included as a pre-paid service within WSM's Premier EAP option. It is also available within WSM's Standard and Legal EAP options – on a pay-as-you-go basis. Organisations can access face-to-face counselling on an ad-hoc or one-off basis even if they are not EAP customers.

Face-to-face counselling can be initiated in two ways:

### 1. Management Referral:

WSM can arrange face-to-face counselling at the request of Occupational Health, HR or a line manager or who wants to offer face-to-face counselling to a particular employee. This can be in response to an on-going work or personal situation, or in response to a critical incident such as an armed robbery, assault or bereavement. WSM will provide employers with a standard form to complete to initiate and authorise face to face counselling.

### 2. Counsellor Recommendation:

WSM counsellors may suggest referral to face-to-face counselling in rare and severe cases where in their professional opinion, the employee has a particularly serious problem and would benefit from a more intensive counselling intervention. This face to face counselling might be best provided by an external source, such as the NHS (in which case the counsellor will recommend this), or by WSM directly. In the second of these scenarios, employees agree in advance with WSM which face-to-face authorisation procedure they want in place:

#### a. Automatic Authorisation:

Under the automatic authorisation process, the additional face-to-face counselling would be provided automatically with no referral to the employer. After the course of sessions is completed, the employer receives a separate invoice @ £85.00 for each face-to-face session provided (normally up to a maximum of six sessions).

#### b. Management Authorisation:

Within the management authorisation process, WSM will first obtain the employees' consent to be identified, and will then – without implying that face-to-face counselling will *automatically* be offered – will seek the employer's authorisation before providing or offering any face-to-face counselling. If WSM is recommending face-to-face counselling for exceptional clinical reasons, we will complete a form and send it to HR for authorisation. The employer would identify specific managers internally who were able to authorise additional face-to-face counselling and would also specify at the beginning of the contract how many sessions are normally to be offered (6 being standard, with options to offer 4 or 8).

# Clinical Quality and Standards

WSM is an organisational member of both the Employee Assistance Professionals Association (EAPA) and the British Association of Counselling and Psychotherapy (BACP). We abide by the ethics and standards of both organisations. Quality, integrity and professionalism are WSM's core values. In everything we do, WSM maintains the highest standards of professional conduct and practice. Fundamental to WSM's quality management and control is the rigorous selection of fully qualified staff supported by WSM's comprehensive policies and procedures.

## **Counsellors' Qualifications & Experience:**

All of WSM's counsellors have:

- A minimum of a Diploma in Counselling with 450 hours of supervised counselling experience.
- A minimum of two years post qualifying experience as a counsellor
- Membership of either the British Association for Counselling and Psychotherapy (BACP), the United Kingdom Council for Psychotherapy (UKCP) or the British Psychological Society (BPS).
- Meet the BPS/BAC requirements for on-going professional development
- Professional liability insurance up to £1,000,000

## **Record Keeping & Data Storage**

WSM client records are completely confidential and can only be accessed by specified members of staff and for clinical reasons. All records kept are secure and on the WSM premises at all times. Likewise any information held by WSM on customers is only that which is relevant to the contract held with them. We comply in our record keeping and data storage with the Data Protection Act 1998 and the Freedom of Information Act.

## **Confidentiality**

Confidentiality lies at the heart of Work Stress Management's code of professional conduct. WSM abides by the principles and practices of the British Association for Counselling and Psychotherapy (BACP) and each clinician we use is accredited by and abides by the code of practice of their professional body.

# Account Management & Reporting

## **Account Management**

WSM prides itself on the quality and effectiveness of its EAP account management processes. We believe that the maintenance of a close, on-going and proactive provider-customer relationship is vital to the success of a high quality EAP programme. All WSM customers have a dedicated account manager. The account manager and other key members of the WSM management team will attend regular account management meetings as appropriate.

WSM recommends that employers set up an internal "EAP management team" consisting of a few key individuals who will meet with WSM at the account management meetings. Reports on the utilisation of the EAP will be sent to the key stakeholders or as designated by the employer. Through the analysis of these reports employers are able to monitor and act upon areas of risk.

## **Management Information & Usage Reports**

WSM has developed a unique and powerful EAP usage reporting system.

Every counselling session provided by a WSM counsellor is recorded and evaluated in the same way - using our specially designed issue monitoring system that records 40 separate potential issues that employees may present with when contacting the WSM employee assistance helpline. Our usage reports show exactly the quantities of different presenting issues and enables employers to form a clear picture of why employees are using the employee assistance counselling and advice helpline.

WSM's unique issue monitoring system enables employers to gain a detailed and comprehensive insight into a wide variety of issues concerning their workforce. This is especially valuable when work-related issues are recorded, as employers can then respond in a pro-active manner to address some of the work-related problems and concerns revealed. This powerful issue monitoring system operates in such a way that employee's confidentiality and anonymity is never compromised. The production of reports is included within the helpline annual subscription fees. A sample standard WSM usage report is shown on the following page.

### **Work-place Issue Summary Report**

WSM can also provide a highly detailed summary of the main work-related issues raised by employees. This will be used to highlight any workplace trends, hot-spots and potential risks and enables employers to address specific issues and concerns raised by employees.

### **Bespoke Report**

All WSM EAP customers can choose the how they want their EAP usage reports broken down by region, area or by department within their organisation. This enables employers to further identify differences between different teams - and react accordingly.

### **Frequency**

WSM's EAP usage reports are normally issued on a quarterly basis. Usage reports can be issued monthly for organisations with over 1,000 employees.

# EAP Utilisation Report

Detailed and informative management and usage information is an important element of a quality EAP service. WSM is one of a handful of EAP providers who go beyond providing just a simple numerical figure of total cases – we produce a unique and powerful breakdown of the types and quantities of all calls received. Whilst protecting caller confidentiality, we are able to help our customers understand causes of stress in their organisation so they can take pro-active steps to tackle problem areas. WSM's EAP reports can be customised for your organisation and can be provided on a geographical or departmental basis if required. A sample quarterly EAP usage report is set out below:

|                               |  |            |             |
|-------------------------------|--|------------|-------------|
| Name of Client:               | <b>A. Sample Ltd.</b>  | Acc. No.   | <b>1234</b> |
| Contract Period:              | <b>1<sup>st</sup> April 2007 – 31<sup>st</sup> March 2008</b>                        |            |             |
| Utilisation Report Period:    | <b>1<sup>st</sup> July – 30<sup>th</sup> September 2007 (2<sup>nd</sup> quarter)</b> |            |             |
| Utilisation Report Frequency: | <b>Quarterly</b>   | Report No. | <b>02</b>   |
| Number of Employees Covered:  | <b>2,000</b>   |            |             |

|  | <b>Current Report Period:</b> | <b>Cumulative Totals:</b> |
|--|-------------------------------|---------------------------|
| Total number of <i>Client Cases</i> :                              | <b>25</b>                     | <b>53</b>                 |
| Number of <b>Telephone</b> Counselling / Advice Sessions Provided: | <b>32</b>                     | <b>66</b>                 |
| Number of <b>Face-to-Face</b> Counselling Sessions Provided:       | <b>9</b>                      | <b>21</b>                 |
| <b>Total</b> number Sessions Provided:                             | <b>41</b>                     | <b>87</b>                 |

| <b>Work-Related Issues Discussed:</b><br><i>(employees may mention more than one issue in a counselling session)</i> | <b>Incidence</b><br><i>(this period)</i> | <b>Personal Issues Discussed:</b><br><i>(employees may mention more than one issue in a counselling session)</i> | <b>Incidence</b><br><i>(this period)</i> |
|--|--|--|--|
| 1. General workplace stress  | <b>3</b>                                 | 1. Debt  | <b>4</b>                                 |
| 2. Volume of work / deadlines  | <b>2</b>                                 | 2. Other financial   | <b>1</b>                                 |
| 3. Hours of work / working late  | <b>3</b>                                 | 3. Legal or police   | <b>2</b>                                 |
| 4. Physical working conditions   | <b>0</b>                                 | 4. Domestic violence   | <b>1</b>                                 |
| 5. Working practices/procedures  | <b>0</b>                                 | 5. Relationship with partner   | <b>5</b>                                 |
| 6. Change of role  | <b>1</b>                                 | 6. Divorce or separation   | <b>1</b>                                 |
| 7. Redundancy or termination   | <b>0</b>                                 | 7. Custody or child maintenance  | <b>0</b>                                 |
| 8. Lack of training  | <b>0</b>                                 | 8. Childcare options & advice  | <b>3</b>                                 |
| 9. Career development/change   | <b>2</b>                                 | 9. School and school bullying  | <b>1</b>                                 |
| 10. Relationship with manager(s)   | <b>6</b>                                 | 10. Other child-related  | <b>0</b>                                 |
| 11. Relationship with colleagues   | <b>1</b>                                 | 11. Eldercare options & advice   | <b>1</b>                                 |
| 12. Bullying or violence   | <b>0</b>                                 | 12. Illness - self   | <b>2</b>                                 |
| 13. Sexual harassment  | <b>1</b>                                 | 13. Illness - family member  | <b>0</b>                                 |
| 14. Racial harassment  | <b>1</b>                                 | 14. Alcohol problem - self   | <b>2</b>                                 |
| 15. Sexual discrimination  | <b>0</b>                                 | 15. Alcohol problem - family   | <b>0</b>                                 |
| 16. Racial discrimination  | <b>1</b>                                 | 16. Drug problem - self  | <b>1</b>                                 |
| 17. Whistle blowing / fraud  | <b>0</b>                                 | 17. Drug problem - family member   | <b>0</b>                                 |
| 18. Robbery, assault or abuse  | <b>0</b>                                 | 18. Sexual issues  | <b>0</b>                                 |
| 19. Other critical incident  | <b>0</b>                                 | 19. Depression   | <b>1</b>                                 |
| 20. Other workplace issue  | <b>2</b>                                 | 20. Other personal issue   | <b>1</b>                                 |

|   |           |  |           |
|---|-----------|--|-----------|
| <b>Total no. of work-related issues</b><br><i>- In current report period:</i> | <b>23</b> | <i>Total no. of personal &amp; family issues</i><br><i>- In current report period:</i> | <b>26</b> |
| <b>Total no. of work-related issues</b><br><i>- Cumulative totals:</i>        | <b>48</b> | <i>Total no. of personal &amp; family issues</i><br><i>- Cumulative totals:</i>        | <b>50</b> |



# Launch, Communication & Management Briefings

WSM places a very great emphasis on the importance of communication and on-going support to ensure the success of a high value EAP programme. Effective communication of the EAP service is important for a variety of reasons:

- Employees need be fully aware of the service so that they can make full use of it as and when the need arises – thus reducing stress-related absence and improving overall employee wellbeing.
- Employers want to benefit from the appreciation and acknowledgement that inevitably follows when a very visible, tangible and valued additional employee benefit is provided to staff.
- Lastly, the provision of a confidential counselling and advice helpline does provide significant legal redress against the risks of stress-related litigation – but only if the service is effectively communicated and has been genuinely available to an employee who later embarks upon stress-related legal action against an employer.

## Timetable

EAPs need not take a lot of management time and planning to put in place. Depending on the size of the organisation, and the complexity of the internal communication and management briefing process, an EAP from WSM can be up and running within 2 – 6 weeks of the final decision being taken to go ahead.

## Working with your Occupational Health & HR Teams

WSM will work very closely with and seek to support and integrate with all the existing resources an employer already has in place. We propose a sub-committee be set up (either formally or informally) with all key stakeholders in the EAP service who will work together in the running of the programme. This forum would encourage communication between key individuals and ensure the optimum usage of the service.

## Implementation Procedure

1. Confirm all relevant processes and procedures.
2. Agree all EAP service level guarantees and evaluation procedures.
3. Confirm final numbers of employees.
4. Confirm numbers and locations of sites.
5. Review copy for personalised posters & leaflets (*if this option were selected*).
6. Finalise launch activity and internal publicity.
7. Prepare for and deliver the EAP briefing session for senior managers.

## Briefing Session for Senior Managers

WSM will provide employers with a comprehensive pre-launch EAP briefing session for senior managers. The pre-launch EAP briefing session would fully explain how the EAP service works and answer any questions raised. The WSM team would also explain how the management referral face-to-face counselling service operates. The EAP briefing session for senior managers would cover:

- Introduction to EAPs
- How the WSM EAP works
- How employers benefit from EAPs
- How the EAP is a management tool
- The other business benefits of offering an EAP
- Legal benefits and stress legal overview
- Integrating with existing services.
- Absence management support services
- EAPs and return to work interventions

## Employee Communication Material

### A3 Posters:

Eye-catching A3 posters to go on every staff notice board quantities for each office or location (*sample illustrated*).

### Information Leaflets with Detachable cards:

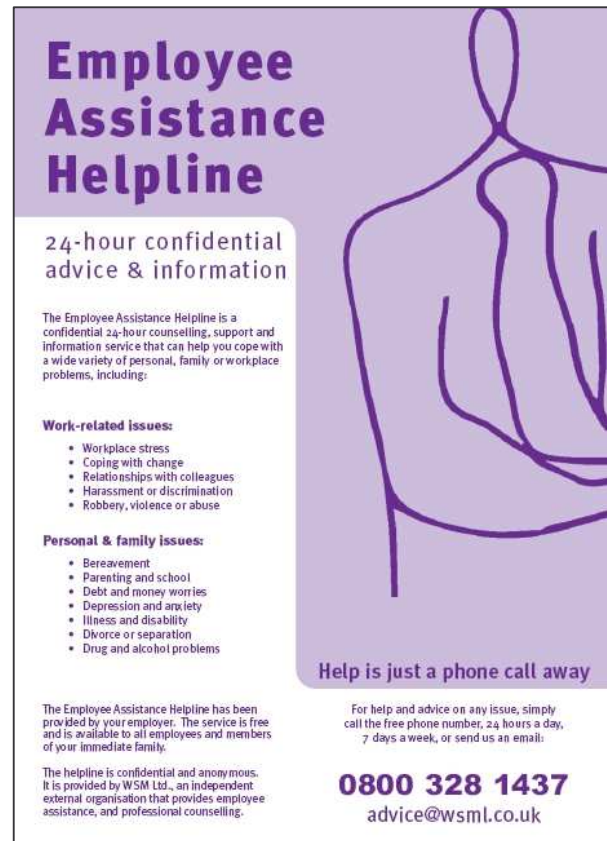
WSM provides employers leaflets for each employee covered by the contract, plus approximately 10% spare leaflets for new employees joining the organisation.

### Electronic Communication

WSM will supply copies of the employee communication material in electronic format, so that they can be emailed to your employees and put up on any *intranet site* that you may operate.

### On-Going Communication

WSM works with employers to develop an ongoing employee communication strategy – working within your existing internal communication systems. For example, we would include information on the service in any staff newsletters produced.



**Employee Assistance Helpline**

24-hour confidential advice & information

The Employee Assistance Helpline is a confidential 24-hour counselling, support and information service that can help you cope with a wide variety of personal, family or workplace problems, including:

- Work-related issues:**
  - Workplace stress
  - Coping with change
  - Relationships with colleagues
  - Harassment or discrimination
  - Robbery, violence or abuse
- Personal & family issues:**
  - Bereavement
  - Parenting and school
  - Debt and money worries
  - Depression and anxiety
  - Illness and disability
  - Divorce or separation
  - Drug and alcohol problems

Help is just a phone call away

The Employee Assistance Helpline has been provided by your employer. The service is free and is available to all employees and members of your immediate family.

For help and advice on any issue, simply call the free phone number, 24 hours a day, 7 days a week, or send us an email:

**0800 328 1437**  
advice@wsml.co.uk

The helpline is confidential and anonymous. It is provided by WSM Ltd., an independent external organisation that provides employee assistance, and professional counselling.

# Stress Management Services

In addition to EAPs (employee assistance / counselling and advice helplines) WSM also provides a range of complementary stress management solutions:

## Stress Management Consultancy:

- **Stress Management Strategy & Consultancy**  
Comprehensive introductory consultancy for employers of all sizes, covering legal issues relating to stress management, the business case, best practice, creating an internal stress policy.
- **Stress Audits and Risk Assessments**  
Identify measure and evaluate levels and causes of stress in your organisation – and bench-mark these against other comparable employers.
- **Bullying & Harassment Policies**  
A consultancy package focused on identifying, measuring and effectively responding to bullying & harassment in the workplace.

## Specialist Counselling Services:

- **On-Demand Face-To-Face and Telephone Counselling**  
High quality and professional face-to-face and/or telephone counselling services can be provided on an ad-hoc basis to any employer.
- **Critical Incident Debriefing & Training**  
A comprehensive professional critical incident debriefing service for the effective management of a variety of workplace incidents and traumas ranging from armed robbery to a death in the workplace.
- **Whistle-Blowing Confidential Helpline**  
A 24/7 confidential whistle-blowing service for employees concerned about and wishing to report suspected cases of fraud and malpractice in the workplace.

## Return to Work Mediation:

- **Return to Work Interviews, Mediation and Dispute Resolution**  
Conducted by WSM's Occupational Psychologists, these are highly effective at achieving positive resolutions where employees are signed off with stress-related sickness absence – especially when the underlying issues are poor relationships with colleagues and managers.
- **Dyslexia & Job Suitability Assessments**  
Dyslexia & job suitability assessments are conducted by WSM's Occupational Psychologist and can help identify whether a performance problem is caused by a job suitability issue, such as dyslexia.

## Stress Management Training:

- **Stress Management Training for Managers and Teams**  
Effective stress management training for managers, covering advice for managers on coping with their own stress and advice on identifying and responding to workplace stress in their team.
- **Personal Stress Management Training**  
Stress management training, awareness and coping strategies for individuals. Training can be provided either on an individual/coaching basis, or as a training package for a team.

**For additional information on WSM's EAP and Stress Management Services, to request a bespoke quotation or to arrange a meeting, please contact us:**

**Work Stress Management Ltd. | Studio 6 | Artichoke Mews | London | SE5 8TS  
Tel. 020 7708 5000 | Email. [info@wsml.co.uk](mailto:info@wsml.co.uk) | Web. [www.wsml.co.uk](http://www.wsml.co.uk)**