

employee assistance programme



The FirstAssist EAP

The ever-increasing pace of business life and the growing focus on a performance culture means a high level of pressure on employees, which can have a negative impact on business performance.

This in turn means the need for employers to provide a supportive and healthy working environment has never been greater.

FirstAssist's comprehensive EAP is available either as a fully integrated package, providing maximum benefit to organisations and their employees, or on a modular basis.



24/7 Telephone Counselling



Face to Face Counselling



24/7 Telephone Legal, Financial and Information

24/7 Telephone Counselling

A 24 hour telephone counselling service means employees are only a phone call away from a qualified professional, who can offer individual, confidential support.

Equipped to support a range of language requirements, the topics covered by our BACP accredited service are broad, and cover a range of work-related and personal issues including financial management, stress, substance misuse, bereavement and relationship issues.

Face to Face Counselling

Our network of 1,000 associates includes counsellors, psychologists and trained cognitive behavioural therapists enabling us to provide a comprehensive, UK-wide counselling service. Face to face counselling is available following referral from telephone counselling if considered appropriate or via management referral. Our counsellors work using a brief solution-focused approach, and are skilled in helping the employee to make necessary changes or manage their situation more effectively, ensuring the employee feels fully reassured and energised back to health.

24/7 Telephone Legal, Financial and Information

Complementing our counselling service and forming an integral part of our EAP is our legal, financial and information services.

As many of today's problems have practical and material dimensions, as well as emotional and clinical impact, we have an inhouse team of qualified solicitors available 24 hours a day to provide practical and easy to understand advice and information.

Prompt advice is given on legal problems of every kind, including marital disputes, consumer disputes, negative equity, financial problems and personal injury.

Also included in this service is life style information, which supports employees by providing information to aid them in the responsibility of caring for a family member of any age.

Individuals are just a phone call away from a highly qualified team of counsellors, doctors and nurses, providing a wealth of practical experience.



Managerial Support



Online Interactive 'Health and Wellbeing' Portal and Medical Advice

Managerial Support

Managers and HR departments also have access to our legal and counselling teams should they need to discuss issues or concerns.

This element of the EAP service provides 24 hour access to the telephone services, for guidance and support on identifying workplace issues and timely effective responses to such issues. Whether that's through counselling to deal with the emotional aspects of managing people, or legal advice to supply vital information when dealing with an employee, or a tricky scenario, your management can be assured of round the clock advice, information and support.

Online Interactive 'Health and Wellbeing' Portal and Medical Advice

Our online health portal is an interactive, proactive health and wellbeing management facility for your employees.

It's designed with workplace performance in mind, making it easy for your employees to focus on their own health, with the ultimate benefit passed onto your organisation through enhanced productivity, attendance and loyalty.

A simple health check is at the fingertips of your employees, automatically directing them to programmes which will tackle any issues the health check may have flagged up as a potential risk.

Key features:

- Easy to use health assessment, identifying immediate health risks
- Personal reports highlighting areas flagged by their health check
- Recommended, simple to follow programmes, which offer advice, tips and encouragement over a set time period on topics such as weight loss, smoking cessation and blood glucose management.
- Body mass index checks, topical information, recipes and clinically validated information
- General health and wellbeing articles

As an additional option, we can provide reports showing aggregated employee statistics following health assessments, in order for you to assess and benchmark the overall health and wellbeing of your workforce, identify issues and monitor trends.

Medical Advice

A new and extremely valuable addition to our health portal is the medical advice line, provided by our own team of qualified doctors, nurses and specialists.

On hand 24 hours a day, they can offer your employees instant confidential and easy to understand help and guidance to help them breeze through those everyday challenges and maintain general health and wellbeing.

The service covers a whole range of general health and lifestyle issues including diet, nutrition, medication and vaccinations.

Promotional and Marketing Support

For Employees

FirstAssist provides a range of high quality launch materials to ensure the most effective start to your EAP. Our tailored service implementation plans, delivered through our dedicated account managers, include:

- Onsite briefings
- An innovative DVD for new starters
- Intranet support material
- Z-cards
- Posters, articles and seasonal health promotion materials
- Management training

For Management

To help ensure management make the most of the EAP in their day to day roles, FirstAssist provides a range of promotion materials, including a Managers Guide which actively promotes the impartial expert advice and guidance support services available to assist with people management issues.

Proactive Account Management

At FirstAssist, we realise the importance of developing and maintaining personal partnerships with our clients.

Our dedicated Account Managers offer a single point of contact, providing proactive management and expert consultancy.

Management Information

A vital part of any EAP is the quality of the management information and data interpretation. Our robust data is designed to inform management decisions and provide a reflection of the potential return on investment.

The data supplied in our regular reports is both statistical and qualitative, highlighting potential workplace issues and providing practical advice for HR, occupational health and line managers on the themes and trends emerging from the nature of calls.

SupportFirst

SupportFirst provides adhoc counselling services whenever and wherever the support is required. One simple phone call to our dedicated SupportFirst team will ensure that your employees get the most appropriate professional support as soon as it's needed, and with no contract required. Whether you need to set up a temporary telephone counselling service following a traumatic incident, or provide face to face counselling sessions for just one particular member of staff, our qualified team will recommend the most effective solution to deal with the issue.

08000 721 197

www.first-assist.com

About FirstAssist

FirstAssist is a leading provider of health and wellbeing services, with core products including Employee Assistance Programmes, Absence Management Solutions, Rehabilitation, Occupational Health and International Assistance, in addition to a range of round-the-clock telephone advice, information and support services.

Quality Assurance

We pride ourselves on offering the highest level of service quality, assured through the quality of people we employ, our exceptional clinical governance infrastructure, and reflected by our various accreditations which include:

- British Association for Counselling and Psychotherapy (BACP) accredited counselling service
- ISO 9001:2000 quality accredited telephone advice services
- Registered provider status with the Employee Assistance Professionals Association (EAPA).

An Integrated Solution

FirstAssist can offer unique integration of your EAP with other health and wellbeing services to provide a truly innovative approach to employee wellbeing.

These services include:

- A tailored wellbeing and absence management programme to record and monitor absence, with direct referrals through to your EAP
- Access to treatment for psychological conditions through our vocational rehabilitation services, during and following longer term absences
- Access to specialist occupational health case managers, to ensure employees are rehabilitated to resolution as efficiently as possible.

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