



Employee Health Solutions



A service as unique as you are

## Employee Assistance Programme

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# “ Poor mental health is poor business: it’s just a fact”

Dame Carol Black, the National Director for Work and Health

Maintaining a healthy work-life balance, job insecurity and the growing focus on a performance culture means a high level of pressure on employees, which can have a negative impact on productivity and business performance.

Last year’s CIPD absence survey found that stress is the second biggest cause of short-term absence and the number one cause of long-term absence, but stress can also impact on business performance through reduced productivity, poor timekeeping, poor concentration and quality of work, and poor interpersonal relations.

EmployeeCare is FirstAssist’s Employee Assistance Programme (EAP) - a confidential 24 hour service, which provides an early source of practical and emotional support for employees facing issues in their home or work life, before they begin to impact on performance at work.

FirstAssist’s comprehensive EAP is available as a fully integrated package or on a modular basis.

### 24/7 Telephone counselling

The topics covered by our British Association for Counselling and Psychotherapy (BACP) accredited service are broad and cover a range of work-related and personal issues including finances, stress, substance misuse and bereavement.

### Face to face counselling

With one of the largest networks of associate counsellors and psychologists, we provide a comprehensive, national face to face counselling service.

### 24/7 Legal and financial information

Many issues, including relationship breakdowns, debt worries and neighbour disputes, contain aspects where access to legal information could help to reduce feelings of anxiety and stress. Our fully qualified legal professionals provide practical and easily understood information around the clock.

### 24/7 Managerial consultation and support

This service is included with every EAP. Designed to provide line managers with a source of guidance and support when dealing with people management issues, this service can help managers to tackle tricky issues including bullying and harassment or performance issues.

### 24/7 Health and wellbeing advice and information

Provided by our own inhouse team of doctors, nurses and specialists, this service offers your employees instant and confidential access to health and lifestyle information. Topics covered include diet, nutrition, medical issues and vaccinations.

### FirstAssist Online - FirstAssist’s online EAP

Included with every EAP to help your employees get the most from the benefit, FirstAssist Online provides information on the telephone services, plus a range of information and self help guides on common health and wellbeing topics.

### Fitness2live

Fitness2live is an interactive, proactive health and wellbeing management facility for your employees. Offering personalised online health risk assessments, weight loss and lifestyle plans, and expert training programmes for events ranging from fun runs to corporate triathlons, Fitness2live also provides access to an extensive library of fitness and nutrition articles and hundreds of healthy recipes.

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“ The EAP is a great benefit for employees and has offered professional, practical support and guidance in a large number of diverse issues. It is also used as a valuable management tool, where managers can refer employees with difficult and sensitive issues and we have had a number of success stories with referring employees via the referrals process ”

“ For over four years our FirstAssist EAP has been an integral part of our organisation’s culture, providing reliable 24 hour access to support for our employees and managers ”

#### Proactive Account Management

At FirstAssist we realise the importance of developing and maintaining personal partnerships with our clients. From implementation and launch of the service, to the regular management information reports you will receive regarding usage rates, 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 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.

#### Marketing Support

With a wide range of high quality launch materials and a tailored implementation plan, we’ll ensure the most effective start to your service. We offer a DVD, Z cards, posters, a guide for managers and onsite briefings, in addition to regular topical flyers and wellbeing guides.

#### Why FirstAssist?

We pride ourselves on offering the highest level of service quality, assured through the calibre of people we employ and our exceptional clinical governance infrastructure.

It is also reflected by our various memberships and accreditations, which include:

- British Association for Counselling and Psychotherapy (BACP) accredited counselling service
- ISO 9001:2008 quality accredited telephone counselling and legal information services
- Registered provider status with the Employee Assistance Professionals Association (EAPA)



“ FirstAssist provide us with useful management information which they interpret in a way that adds value to our business ”

# “ Early intervention is key.

The sooner action is taken, the better the chances are of an employee making a full and speedy return to work”

Health and Safety Executive

Workplace absence places excessive pressure on both the organisation and its employees. FirstAssist is an industry recognised innovator in absence management solutions, providing services to some of the UK’s premier blue-chip organisations, across a breadth of industries.

At FirstAssist we believe that significant benefits can be achieved through the early detection and intervention of physical and psychological health problems, which have an impact on the workplace.

Working in partnership with FirstAssist you can evaluate, proactively intervene and resolve issues at the earliest instance, ensuring a healthier workforce, organisation and bottom line.

Our approach is to provide a unique combination of proactive health solutions that help tackle absence issues through a range of either modular or integrated support services, whilst effectively promoting the positive health and wellbeing of your employees.

With the principal focus on the facilitation of a safe and timely return to work, our solutions combine immediate access to our multi-disciplinary absence management team, consisting of health coaches, clinical and specialist absence managers, occupational health professionals, disability managers and rehabilitation experts.

## Finding a solution that fits

FirstAssist has built a reputation for delivering high quality absence management services. The focus has been on establishing excellent communication channels with our customers and their employees and by delivering a service that has an effect on aspects of absence and the bottom line.

We have a range of services, resources and experts available to provide the support that’s right for each organisation’s specific requirements – whether it’s a one off service required to address a single issue or an integrated solution.



## Absence Management Recording

Absent employees are required to contact our 24/7 Absence and Wellbeing Centre, where our team of health coaches log details of the employees absence, offer support and capture expected return to work details.

The key elements are:

- Capture of all absence data, trends and issues
- Immediate notifications to line managers, HR and other identified stakeholders
- Referral into the case management service on agreed triggers
- Supporting the return to work interview process of line managers

Early intervention is a key factor in managing the cost of absence and ensuring appropriate intervention. By recording data we can ensure appropriate cases are highlighted to HR at the earliest opportunity.

For businesses that don't know, or are unsure of their cost of absence and the reasons for absence, this service provides a consistent and accurate way of identifying the true cost of absence, in addition to absence trends for the company or down to the departmental/divisional level.

## Absence Management Referrals

Our absence management service is delivered telephonically to ensure the most effective, consistent and efficient delivery. Access to face to face services are available as and when required.

Our approach offers:

- A standardisation of practice across all of our clients' locations
- Recommendations based on 'fit for purpose'
- Feedback that is goal orientated, time focused and written in a commercial and customer focused manner
- Feedback reports that are management reports, not medical reports
- Ongoing communication between line managers / HR and the case manager
- Advice on the barriers that are stopping an employee returning to work, not the diagnosis they have been labelled with
- Recommendations on whether the Disability Discrimination Act may apply and what reasonable adjustments need to be made.

## The Referral Process:



Absence case referred to FirstAssist by email, phone or fax.



Case manager calls the employee and completes initial assessment.



Feedback report is sent to the referring manager with telephone call to discuss.



For cases that remain open, the case manager will continue to assess the employee until case resolution, providing feedback to the referring manager after each assessment.

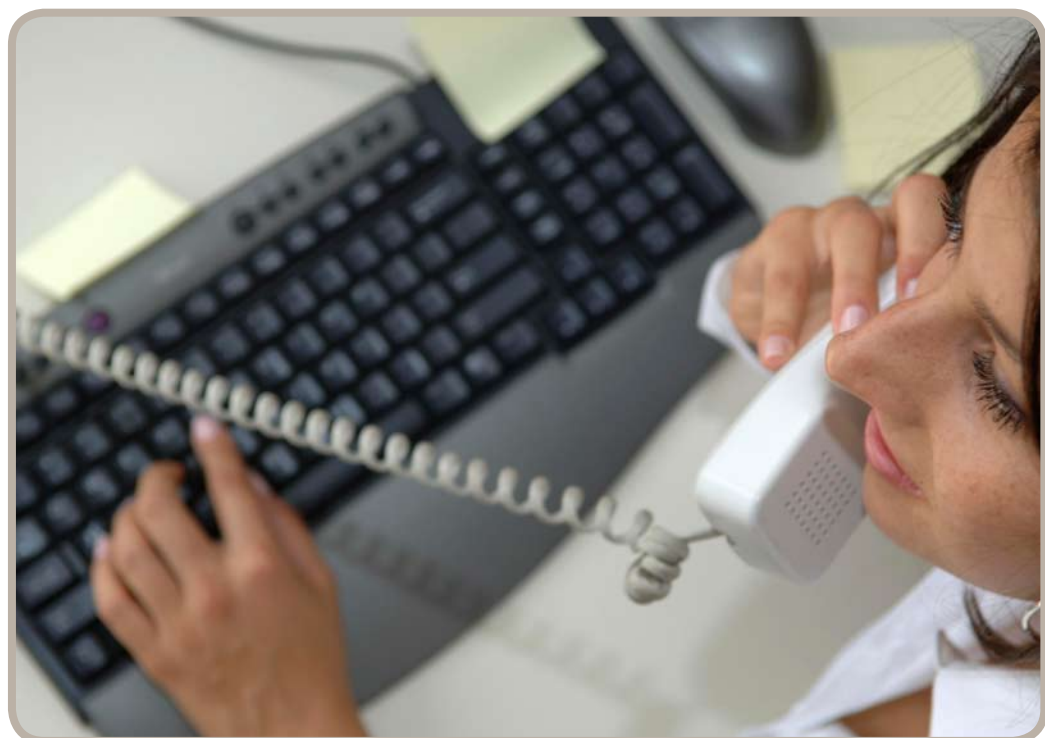
# Absence Management Solutions

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## Why manage absence?

FirstAssist's leading absence management solutions provide an array of benefits to organisations, including:

- Reductions in organisation absence levels
- Early active support for employees where there is an impact on the workplace
- Active support and training for line managers
- HR and Health and Safety
- Accurate absence data and invaluable management information identifying trends and causative factors of absence
- Management of litigation risks
- Increased productivity and morale



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“ It gave us the confidence to talk to the employee about returning to work sooner than she was planning, as FirstAssist confirmed that in their opinion, there was no reason as to why she could not attempt to return to work ”

# Promoting positive employee health

“ FirstAssist was proactive in keeping us updated via email or phone, were great to deal with and fully supported us in terms of information and advice ”

## Why FirstAssist?

### Clinical Account Management

Implementation forms the foundations of our service, so our qualified and experienced clinical account management team work in a partnership with clients to ensure smooth service implementation, optimum service delivery and invaluable management information.

### Strategic Management Information

Accurate and consistent data is invaluable in identifying particular patterns of absence and underlying causes. We provide unique reports to our clients, complete with trends analysis and strategic recommendations for addressing the underlying causes of absence.

### Commitment to Quality

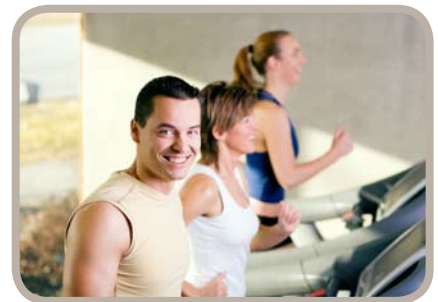
A corporate member of the Case Management Society of the UK, FirstAssist is committed to the delivery of quality case management through standards of best practice. FirstAssist also holds ISO EN 9001:2008 quality certification across all of our absence management, rehabilitation and occupational health services.

### An Integrated Solution

Where appropriate, we integrate with your existing specialist treatment services and health benefits/insurances, or your in-house occupational health service.

Other services available by FirstAssist for a complete health and wellbeing approach include:

- Training for your management to ensure confidence in managing employee absence and wellbeing
- Counselling services or an EAP to provide support on mental wellbeing and work-life issues
- Management consultation and support
- Services to assist management when dealing with any absence related issue
- Access to fast-track treatment for musculoskeletal/psychological conditions



## About FirstAssist

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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 around the clock telephone advice, information and support services.

For a quotation, or for further information, please contact our sales team on 08000 721 197.

Visit our website at [www.first-assist.com](http://www.first-assist.com).

FirstAssist Services is a member of the Employee Assistance Professionals Association (EAPA) and the Case Management Society (CMSUK).

FirstAssist also holds the following quality accreditations:



**INVESTORS  
IN PEOPLE**



**firstassist**

A service as unique as you are

FirstAssist Services Limited [No 1404718]  
Registered in England and Wales at 32-42 High Street, Purley, Surrey CR8 2PP