

EMPLOYEE ASSISTANCE PROGRAMME

INTRODUCTION

The Employee Assistance Programme (EAP) is defined as 'short term, early-intervention, solutions-focused counselling'. It offers up to three one-hour confidential counselling sessions/ year for DHB employees, funded by your employer.

ADHB has contracted EAPworks to provide professionally qualified counsellors to deliver the programme to support the ADHB management and employees.

The purpose of EAP counselling is to assist permanent employees to identify, be supported, and find ways to address personal, work or life issues that are, or could, impact on the workplace.

ADHB'S COMMITMENT TO THE EAP

ADHB is committed to supporting its employees by providing an accredited EAP programme and considers it as an investment in the wellbeing of its employees. As part of that commitment:

- ADHB assures strict confidentiality to all employees who access EAP
- ADHB guarantees that staff who access EAP will not prejudice their current or future employment within ADHB
- ADHB will not (and cannot) request details of any personal information disclosed at counselling.

WHO CAN USE THE EAP?

EAP can be used by any full or part time permanent employees.

WHAT DOES EAP COUNSELLING HELP WITH?

EAP can assist with a broad range of personal / life issues that are, or could impact on the workplace, including:

- Relationship and family difficulties
- Concerns with children
- Stress, anxiety or depression
- Addiction issues, eg gambling, eating disorders etc
- Alcohol or substance misuse
- Money worries (identifying the reasons behind financial worries and recommending appropriate on- going support)

- Health and lifestyle issues
- Legal issues (eap does not provide lawyers but can assist with the emotional impact of legal issues and can recommend appropriate on-going professional support)
- Physical, mental and emotional difficulties
- Grief and bereavement
- Life transition/direction
- Harassment/bullying

Note:

Any alleged harassment in the workplace is a workplace issue and the EAP Counsellor would normally recommend you discuss this with your manager, HR, or another appropriate person of your choice.

If you are not sure whether your issue falls within the boundaries of EAP contact EAPworks and discuss the matter. EAPworks will advise you and/or refer you to the appropriate support.

INTRODUCING EAPworks

EAPworks is contracted by ADHB to provide and manage the EAP process. EAPworks' has a range of EAP professionals, and all personnel must be professionally accredited, with at least 5 years experience.



Contact details

Free phone: 0800 SELF HELP (0800 735 343)

Email: info@eapworks.co.nz

Download: EAPworks' APP – you can download this on itunes and on Google Play

EAPworks' RESPONSIBILITIES

EAPworks is contracted by ADHB to:

- provide professionally qualified counsellors
- monitor the performance of the counsellors
- provide ADHB with statistics that show frequency of usage and types of problems addressed. (No personal information on an individual staff member is passed to ADHB without the written agreement of the staff member.)
- maintain the confidentiality of information they receive.

EAP Counsellors are required to:

- Respond to:
 - Make contact within 2 hours, and provide you with an appointment time within two days
 - Serious threatening situations within 24 hours

- Advise the manager (in the case of Formal Manager Referrals) if the employee:
 - attended EAP
 - followed any recommendations given during the counselling
 - Note: The recommendations are not disclosed.
 - requires any time off work due to safety concerns to themselves, to others or to property.
 - Note: The manager is **only** advised the employee is unfit for duty. This is only ever done after discussion with the employee, and may involve discussions with medical professionals and Occupational Health. Details of the 'issue' are not disclosed.

EAPworks Cancellation Policy

ADHB may be charged the full fee if the staff member fails to attend an agreed appointment or cancels an appointment within 24 hours.

- No fee will be charged if the appointment is cancelled with 24 hours (or more) notice.
- A full fee will be charged if the appointment is cancelled within 24 hours, unless the Counsellor is able to re-book the appointment time with another client.
- A full fee will be charged if the staff member fails to attend an appointment.

USING THE EMPLOYEE ASSISTANCE PROGRAMME (EAP)

Types of referrals - ADHB's EAP programme provides for two types of referrals:

- The staff member refers themselves to EAP (Self-referral).
- The staff member's manager makes a Formal Manager Referral to EAP.

SELF REFERRAL

Any permanent ADHB staff member can self-refer to EAP by contacting EAPworks directly. The 'free phone' line is available 24 hours a day, 7 days per week.

When making your first appointment you need to advise them you are an employee of ADHB, and give some details of your employment which remain confidential to EAPworks (e.g. your employee number, role and division).

Counsellors are required to contact you back within 2 hours and provide you with an appointment time within 2 business days.

Sessions are held in off-site counselling offices in your local area.

If any issue is not resolved using the 'free phone', please contact the Manager - Occupational Health & Safety

Counsellor names are available by contacting:

**0800 SELF HELP
(0800 735 343)**

**or emailing
info@eapworks.co.nz**

GETTING THE BEST OUT OF YOUR SESSIONS:

Before you attend your first session you may find it helpful to spend some time being clear about:

- why you are going
- what you want to achieve from the time you spend with the Counsellor.

FORMAL MANAGER REFERRALS

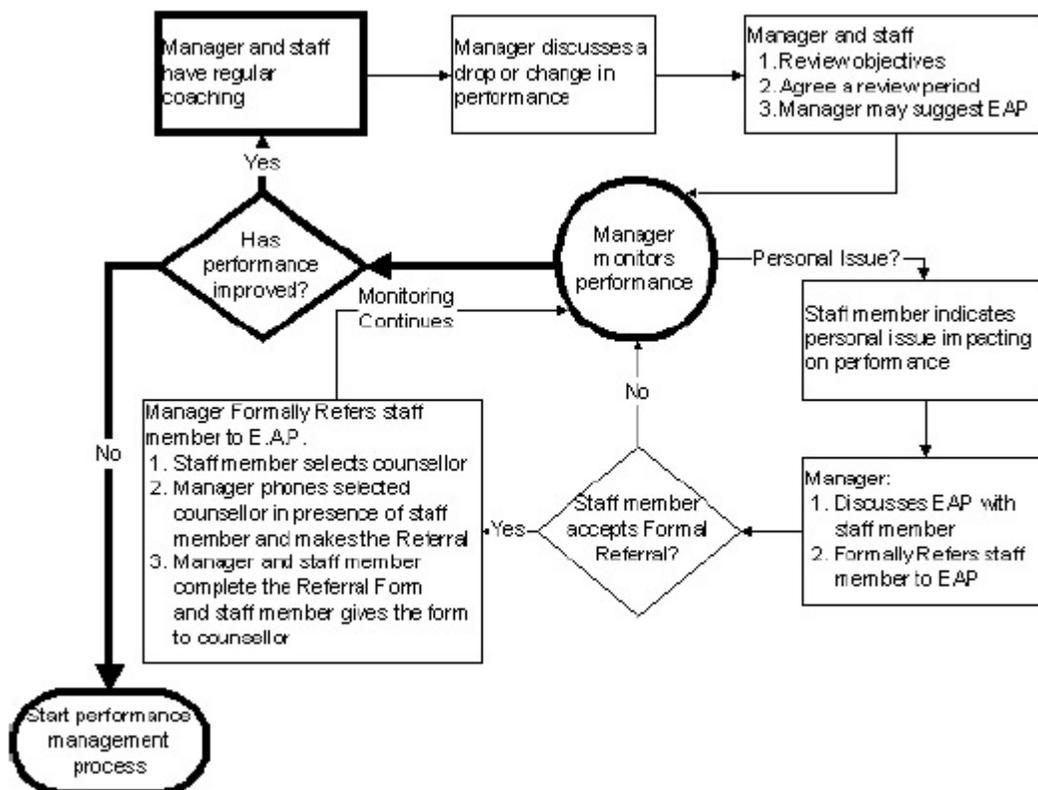
A Formal Manager Referral is a positive intervention to assist staff who identify that they have personal issues that are impacting on their performance.

A Manager may make a Formal Manager Referral in any situation where a staff member identifies that they have personal issues that are impacting on their performance.

A Manager must make a Formal Manager Referral in a situation where they are considering initiating, or have commenced, a performance management process and the staff member identifies that they have personal issues that are impacting on their performance.

In this situation, the Formal Manager Referral complements the normal Enhancing Work Performance process of setting performance objectives and monitoring progress towards achieving those objectives.

The process is summarised below:

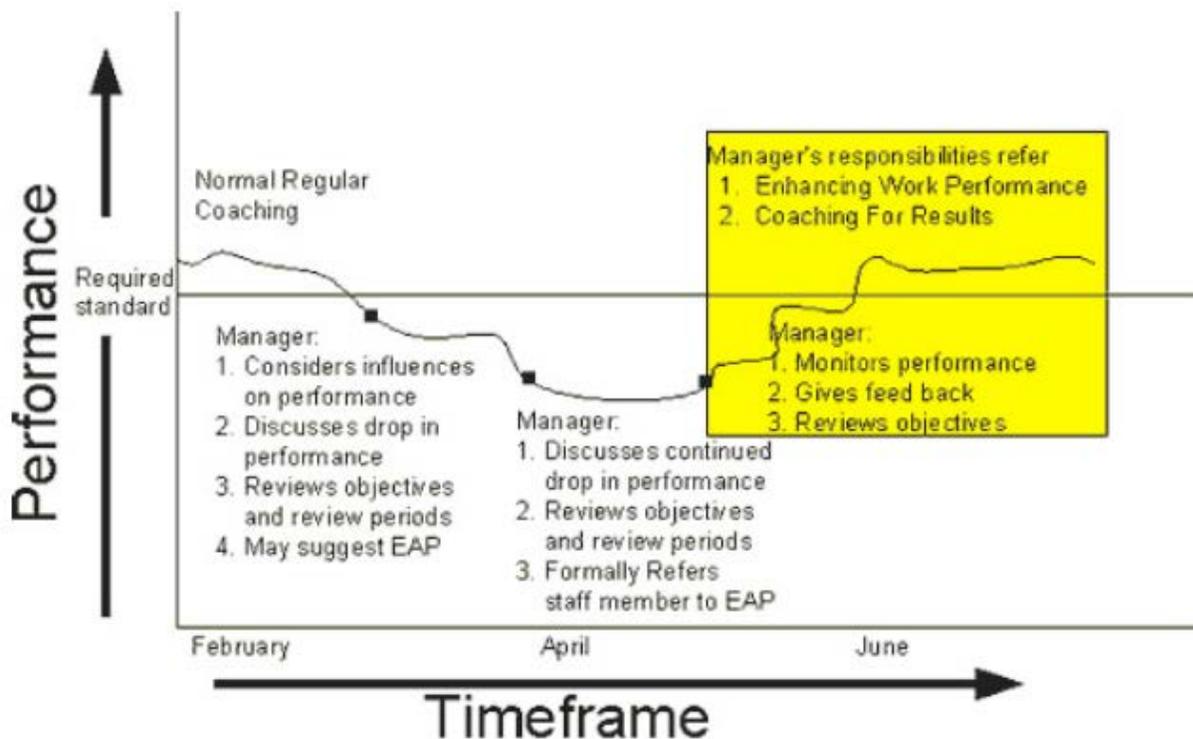


If the staff member accepts the Formal Referral then the:

1. Manager contacts EAPworks office (in the presence of the staff member, so the staff member knows what the counsellor has been told) and advises that they wish to make a formal referral. The following information is shared:
 - The employee's name, position and that they are from ADHB
 - the nature of the performance concerns/issues
 - that they are Formally Referring the staff member to EAP
 - that the staff member will bring the completed Formal EAP Referral form to their counselling session.
2. EAPworks will contact the most suitable counsellor, give the information required and the counsellor will call the employee to arrange an appointment time.
3. Manager and staff member complete the Formal EAP Referral form.
4. Staff member takes the Formal EAP Referral form to their first counselling session.
5. Manager continues to monitor performance against the set objectives.

To make a Formal Manager Referral follow the steps above and complete the Formal EAP Referral form.

The expectation remains that the staff member will achieve their objectives and their performance will improve to the standard required. This is summarised below:



The staff member can decline a Formal Manager Referral to EAP. The manager will:

- note their decision in the records of the discussion
- continue to monitor performance against the set objectives.

EVALUATING THE COUNSELLING

Employees who access EAPworks will be given an evaluation form by the counsellor to comment on the service provided.

There is also an Evaluation form on the EAPworks website under the section “For Employees” .

This is an opportunity for the staff member to provide constructive feedback to EAPworks, and assist them with monitoring the performance of their counsellors.

The evaluation process is anonymous, so the identity of any staff member who uses the service is protected. You can sign it if you wish.

FREQUENTLY ASKED QUESTIONS

Who can use EAP?

Any full or part time permanent employees.

How big does the ‘issue’ need to be to use EAP?

The issue does not need to be ‘big’. It is better to use EAP to work through issues at the stage you feel it would be helpful, usually the earlier, the better so the issue does not escalate.

What happens at an EAP counselling session?

You identify the issues you wish to address and the Counsellor will discuss these with you and will work with you to look at ways to resolve it or to come to terms with it.

If the Counsellor believes someone else would be more able to assist, she/he may recommend a more suitable person.

Who pays for EAP?

ADHB pays for up to three one-hour sessions of EAP for full or part time permanent employees.

What happens if more than 3 one-hour sessions are required?

If you and your counsellor feel you need more sessions, the counsellor will contact EAPworks and they will seek approval from the Occ Health Manager.

If you need ongoing counselling, then you can continue with counselling at your own expense and with the agreement of the counsellor.

What happens if the counsellor recommends seeing someone else?

If that someone else is an EAP Counsellor and it is within the 3 funded sessions, then ADHB will pay for the costs.

If that someone else is not an EAP Counsellor, then the costs are normally the staff member's responsibility. The staff member can choose whether they wish to continue with that assistance.

Can I change counsellor?

Yes, EAPworks is committed to providing you with effective support. Sometimes an employee may not 'click' with the counsellor, or may need a different approach – all you need to do is contact EAPworks and they will arrange this for you.

Will my manager know I'm using EAP?

Your manager will only know if they have recommended you attend EAP or if they have made a Formal Manager Referral.

However, if you need time off work to attend sessions, you will need to discuss this with your Manager. You do not need to give him or her any personal information other than you are attending an EAP session.

Will anyone know I'm using EAP?

No. When you use the programme without taking time off work, no one needs to know. However your manager will know if they have made a Formal Manager Referral.

Unless you tell someone, the personal information discussed with a Counsellor is in strict confidence. No personal information is released without your written consent. (The only exception to this is in the extremely rare situation of divulged threat to self, others or ADHB when you will be advised of this as a safety issue).

What information is feed back to ADHB?

Statistical reports get sent to ADHB. These reports do not contain any information that can identify an individual.

They are compiled to give ADHB an awareness of the frequency of usage of the programme and any patterns emerging that may require pro-active input from ADHB.

In the case of a Formal Manager Referral your manager will be advised if you attended the sessions, if you followed any recommendations, and if you require time off from work. Your manager will not be advised of any personal information disclosed during your counselling, and any feedback offered is by the employee's approval.