Employee Assistance Programme

Guidance for Employees

Project title



**Employee Assistance Programme (EAP) – Guidance for Employees**

As part of an ongoing commitment to employee wellbeing, the University of Stirling offers all employees **free** access to emotional and practical support through [Innovate Healthcare’s](https://innovatehealthcare.co.uk/) Employee Assistance Programme.

The service is provided by [Innovate Healthcare](https://innovatehealthcare.co.uk/) and delivered by their EAP partner CiC, who are industry-leading and **entirely independent**. All support and advice provided is completely **confidential**.

**How it works**

Experienced, professional counsellors are available to listen to your concerns, determine appropriate resources, and then help you take the next steps.

By calling in, you can access professional support services offering emotional, psychological and practical help, ranging from referrals for face to face counseling to information and advice teams who will support you through a wide range of personal and work-related issues.

Sometimes you may have more than one issue that is causing you concern, and the EAP can provide you with support that will help.

**Types of Support**

You can call the Advice-line as often, and for as long as you need to discuss any issues you would like support with, for example:

* Managing pressure
* Bullying and harassment
* Performance at work
* Marital, family and relationship difficulties
* Stress, anxiety and depression
* Alcohol/substance misuse and addictive behaviour
* Bereavement
* Work/life balance issues
* Debt management advice
* Legal and tax advice
* Child, elder and disability care issues
* Everyday matters (Family and general information and support services)

**Availability and Accessibility**

The Advice-line service is accessible **24 hours a day, 7 days a week, 365 days a year.** You simply call the free phone number below whenever it is convenient. No appointment is necessary.

**0800 085 1376**

Accessing the service is easy to do and there are a variety of ways to do so. The most common method of contact is through the Advice-line at the number above. If this does not suit, you can email the service, use online chat through [Well Online](https://www.well-online.co.uk/), use internet video calling, or be referred after consultation with a manager. People living in the same household as you can access the **Adviceline only** for guidance and advice, as long as they are over the age of 16.

**Counselling**

Where appropriate, referrals for structured counselling will be recommended and arranged between the Advice-line and you. You can receive **up to six free and confidential** face to face counselling sessions with a counsellor, local to the your home address. These sessions can be telephonic or virtual at the your request, however, sessions will be delivered in this way until social distancing measures have been relaxed to allow a face to face session.

If you are already accessing a counsellor through our current NHS Fife Occupational Health provision you will continue to access this counsellor until up to six sessions have been completed.

[**Well Online**](https://www.well-online.co.uk/) **Resources**

[Well Online](https://www.well-online.co.uk/) is a self-help and information site available exclusively to employees covering a vast array of issues and can also signpost you to telephone advisors for immediate assistance and emotional support.

Those who may not be comfortable discussing their issues with a telephone advisor may feel happier accessing information via the website, particularly if it is of a sensitive nature. You can either use the site on a stand-alone basis, or to gather information to better understand an issue before discussing it with a telephone advisor.

[Well Online](https://www.well-online.co.uk/) also supports an online chat facility. Online chat allows you to contact an Adviceline counsellor using online instant messaging from wherever they have internet access. The information is kept updated and new topics are added as needs are identified. The monthly help sheets, written by in house clinicians, are continually uploaded to the site meaning the range of information is always expanding.

You will find these resources at [**www.well-online.co.uk**](http://www.well-online.co.uk/)

On accessing the website, you should input the username and password outlined below:

* username: **StirlingU**
* password: **wellbeing**

**Qualifications and Expertise**

CiC counsellors must have a recognised diploma in counselling and 300 hours of post qualification experience. Counsellors are trained in providing short-term focused therapy. All have experience of working with a range of personal and work issues.

The Advice-line workers have access to a range of information-gathering tools and are trained in providing advice and support to employees across a range of issues.