

Employee Assistance Service

The objectives of an Employee Assistance Service (EAS) are:

- *to provide help and support employees, on a confidential basis, who may be experiencing either work related, or personal difficulties in their lives.*
- *to provide a support resource for managers dealing with workplace situations, which may have been caused, or contributed to, by the personal problems of an individual.*

EAS Professionals will have extensive training, and experience, and work to a Code of Ethics depending on their professional body.

What is an employee assistance service?

An employee assistance service is designed to help employees who may be experiencing personal problems. Information, support and practical assistance are available to help employees resolve difficult personal issues.

Why have an employee assistance service?

Employees are the most valuable resource a company has, happier, contented people are more productive, therefore, both the company and the employees benefit.

Who can use the service?

All employees can use the service and in some cases, the service extends to family. Various situations affect people's working arrangements and family problems that cause worry, can be discussed in confidence. The service is also available to provide advice to managers who have concerns about their staff, and where they know or suspect that the employee has problems of a personal nature.

All employee assistance services are Confidential

Any involvement with EAS's or even contacting an EAS will be treated in the strictest confidence. Your case will not be discussed with anybody including your supervisor, union, or personnel unit, without your permission except in those situations where problems are life threatening, or where the concealment of information would compromise the service in a legal sense.

Is there any charge?

In general there is no charge for the use of an employee assistance service. Treatment in a hospital etc. involving absence from work will be treated as sick leave in accordance with normal regulations. Payments to hospitals and other services may be partially or fully covered under the public health services, or your membership of VHI, BUPA etc.

How can the Employee Assistance Service help me?

In general, staff cope with the normal ups and downs of life without recourse to the service. When a problem develops to the extent that employees require outside assistance, EAS's can help employees in the following areas:

1. *Information and guidance to point you in the right direction with less serious issues*
2. *Immediate help with crisis - type problems.*
3. *Problem assessment and evaluation to identify the major issues and develop a plan of action for change.*
4. *Thorough knowledge of community resources and direct referral to the most suitable resource.*
5. *Follow up meetings to ensure change is taking place and that you are satisfied with any referral made.*

Who provides the service?

The service is generally provided by the Human Resource Department through an Employee Assistance Manager and EAS officers. Generally all are members of a professional body/association and adhere to the professionals ethical guidelines of that body.

Some companies outsource the facility and employees are entitled to avail of a certain number of visits free of charge.

What kind of problems can we help you with?

Employees may contact the service for advice or assistance regarding any issue. Some of the more serious issues dealt with are:

Marital / Family and Relationship Concerns.

This may include difficulties in a marriage, in parent - child relationships or in other significant relationships.

Alcohol and Drug Abuse.

If you feel you have a problem, or if somebody close to you has a problem with substance misuse, you may contact us for advice and assistance.

Mental Health, Anxiety Depression, Work Related Stress.

An EAS have wide ranging experience in dealing with these issues, including referral to appropriate specialists, support in dealing with external factors which impinge on a persons mental health.

Financial Problems.

We can help you with budgeting, assessment of overall financial position, and financial planning.

Legal Advice

An EAS may provide information, support and practical assistance to help employees resolve difficult personal issues.

Conclusion.

It is up to employees to use the employee assistance service. If an employee has a problem that they