

EMPLOYEE ASSISTANCE PROGRAMME FAQs

THE FAQ DOCUMENT INCLUDES THE FOLLOWING INFORMATION:

Staff support service programme overview

- My personal information and confidentiality
- Telephone line and availability
- Referrals and short-term counselling
- Accessibility
- Wellbeing platform and app

EMPLOYEE ASSISTANCE PROGRAMME OVERVIEW:

1. What is the Employee Assistance Programme?

The EAP is a 24/7 free and confidential service, designed to assist individuals in dealing more effectively with any personal or work-related problems they might be facing. The service provides short-term, solution focused counselling and referral services.

2. Who can use this service?

The service can be used by all employees.

3. What kind of support does the service provide?

The service offers access to a telephone helpline, available 24 hours a day, 7 days a week, 365 days a year. Employees can also reach the service through the 'Our Platform' and live chat function, meaning they can respond to your needs at any time, no matter where you are. Along with up to 12 sessions of counselling (depending on the organisation contract), employees can access their Employee Assistance Programme for the following and more:

- Legal Assistance*
- Financial Assistance
- Consumer Advice
- Career Guidance
- Life Coaching
- Mediation
- Advice on practical, day to day issues and services
- Tenancy Agreements

For all of the above you are entitled to a free 30-minute conversation with an expert in this field.

*We unfortunately cannot provide legal assistance in the areas of Employment Law, Criminal Law or Immigration Law.

4. Can I be referred to the SilverCloud CBT platform following the allocated 12 sessions of counselling?

Yes, where clinically appropriate.

5. Can I call the EAP if I want more information on the service?

Yes, the EAP service is there to answer any questions you may have. No question is too big or small so feel free to reach out to the team 24/7, 365 days of the year.

MY PERSONAL INFORMATION AND CONFIDENTIALITY:

6. How can I be sure my employer won't know I called?

All services provided through the EAP are strictly confidential. Personal information and notification that an individual has made contact with the service will not be shared with the employer or management team without the employee's consent.

7. What information may be asked for and why?

- **Full Name:** the service while confidential is not anonymous.
- **Date of Birth:** to ensure that the service is being delivered to those 18+.
- **Organisation/Company:** this is required to ensure we are supporting those who have access to the service.
- **Contact Phone and Email:** In order to contact the user and facilitate any sign posting or follow up contact as required.
- **Address:** to contact the emergency services on their behalf of the user if required.

Spectrum.Life follow strict governance guidelines. Any information kept on file is purely for the purpose of providing you with the appropriate support and is only accessed by the Case Management team at Spectrum.Life

TELEPHONE LINE AND AVAILABILITY:

8. Is the number a freephone number?

Our freephone numbers are free and open 24/7. Charges apply to our International number.

There is also a chat and call back within 24 hours available through the online platform and mobile app. You do not have to register to the web portal/app in order to contact the service.

9. Do I need a special code to access the service?

No code necessary, we require your organisation name so we know that you are eligible to access the service.

10. Who will answer the calls?

All calls will be answered by one of our Customer Care Counsellors who are fully trained and qualified counsellors. Once this consultation has been completed, the counsellor and client will then collaboratively explore the most appropriate next steps, which will be based on the information shared by the client. In cases where it is considered that a referral to a counsellor to complete the short-term counselling intervention (up to 12 sessions would be likely to lead to a positive outcome), then this would be arranged.

11. What if the line is busy when an employee calls and they cannot speak with a counsellor?

We have put in place stringent measures to answer calls within 60 seconds. However, after 2 minutes if a call is not answered, a periodic announcement is played which gives the caller the option to leave a voicemail to receive a call-back within 24 hours or continue to hold.

REFERRALS AND SHORT-TERM COUNSELLING:

12. How long can I expect to wait before being contacted following a referral to Spectrum.Life?

Within 48 working hours from receiving a referral.

13. What do you mean by Short Term Counselling (STC)?

The Employee Assistance Programme Service provides short-term counselling. The aim of Short Term Counselling is to address issues that are deemed to be mild to moderate, and can be addressed in a set timeframe and within a set amount of sessions. If an individual has issues that require long term counselling, they may not be suitable for the EAP services.

14. Is trauma counselling accessible through the programme?

We are unable to support in relation to trauma as trauma work must be conducted by a trauma informed therapist, as such this requires additional specialist training. Trauma work also requires a longer, slower, more open-ended engagement, and does not sit with the solution focused model. As such it would be highly unethical to attempt to do trauma work in a brief therapy setting.

Trauma is defined as follows: There are three main types of traumas: Acute, Chronic, or Complex. Acute trauma results from a single incident. Chronic trauma is repeated and prolonged such as domestic violence or abuse. Complex trauma is exposure to varied and multiple traumatic events, often of an invasive, interpersonal nature.

15. How many sessions of counselling am I entitled to?

An individual can access up to 12 counselling sessions if clinically appropriate for short-term counselling therapy. Speak with your counsellor if you require additional support beyond this.

16. Are there many counsellors in my country?

We have an extensive large network of qualified professional counsellors & psychotherapists spread across the UK and Ireland. We will provide employees with a counsellor within a maximum distance of 30 miles from their home or workplace and we have the ability to provide face to face counselling within 5 working days. We will always offer locations that are as convenient as possible to an employee.

17. It doesn't suit for me to meet the counsellor face to face, are there any other options for me?

Yes, you can request video or telephone counselling, whatever suits you best.

18. What options do I have if the support allocated isn't working for me?

An employee can contact the service, after their first session and let us know that they would like to change their counsellor. We can facilitate this.

19. What if I'm working abroad and need counselling?

You can access counselling from most locations globally via telephone and video (with the exception of USA and Canada).

20. Is everyone eligible for the 12 structured short-term counselling sessions?

In some instances, a referral to short-term counselling would not represent the most robust intervention, or it may be agreed that engagement in a more specialist or longer-term therapy would be recommended. Such examples would include, but are not limited to:

- Presence of long-standing psychological conditions / extensive history of engagement with mental health services over a prolonged period of time
- Evidence of historic or childhood trauma
- Acute addiction, be it substance or behaviour-related
- Evidence of current domestic violence or intimate partner abuse

In the event of a client requiring support in identifying more specialist or long-term services, the EAP would seek to provide as much support as possible by identifying and suggesting pathways to particular services or encouraging the client to engage with their GP to discuss their needs. Any such information would be tailored where possible to meet the user's needs based on the information they share. Under no circumstances would a client be encouraged to undertake their own search using google or other means, however, it may be appropriate to encourage a client to also explore services that may be local/ specific to their location

ACCESSIBILITY:

21. What measures have been put in place to support people with disability?

We work to ensure our services are accessible by all in line with 2018 Accessibility regulations. If face-to-face counselling is required for a person with a disability, we can provide a counsellor with wheelchair accessible counselling premises. Where someone is hard of hearing for example, or is unable to engage over the phone, they can access in-the-moment support and triage via Live Chat with one of our Customer Care Counsellors. Once the triage has taken place, if short term counselling is advised then a referral to video counselling with a counsellor who knows British Sign Language will be arranged.

22. I am autistic, when and how do I ask for a counsellor with specific expertise and experience working with neurodiverse people?

Yes, this can be requested and when possible we will arrange a counsellor who has experience in working with neurodivergent people.

23. What measures have been put in place to support people with disability using the platform/app?

We work to ensure our services are accessible, in line with 2018 accessibility regulations. We take positive steps to remove barriers, working to 4 design principles for accessibility (Web Guidelines-WCAG 2.1) for visual impairment / deafness / impaired hearing / mobility difficulties / cognitive impairment and the safeguarding of vulnerable individuals.

WELLBEING PLATFORM AND APP:

24. Tell me more about the Online Platform

The online platform allows you to access your EAP anywhere, at any time. There, you will find an overview of the service, all relevant contact numbers for freephone / WhatsApp and SMS, you can request a call back and even live chat directly with a counsellor from the platform.

25. I am having difficulty logging onto the Wellbeing Platform, who should I contact

Please visit support here and select “forgot password” following on the online instructions or contact support@spectrum.life.

26. Is there a Mobile App?

Yes, you can download the App on iOS or Android by searching “Spectrum.Life”. It’s completely free! Make sure to check out the ‘help’ section once you have logged in, for tips on how best to use the app. The app allows you to track your steps, and view hours of wellbeing content such as nutrition and fitness. As you engage and log your use of the platform you get access to a number of wellbeing rewards!

27. Will there be more online services?

Yes. We have a host of online services. Through our wellbeing platform we have extensive educational resources such as videos, blogs, and eLearning on topics like mental health, self-care, fitness, nutrition, and more.