

An introduction to your Employee Assistance Programme

Vhi Corporate Solutions



We're here to help 24 hours a day, 365 days a year

Employee Assistance Programme

Confidential
Professional

Help

Support

Communicate

Guidance

Listen

Procedures

Process

Care

Positive

Proactive

Resolve

Motivate

Wellbeing

Awareness

Helping life run more smoothly

We're here to help

When life gets on top of us, we all need someone to talk to, that's exactly how your EAP can help. This free, confidential service is provided by your employer and gives invaluable information, specialist counselling and support.

For concerns big or small, your EAP means you'll be able to access the help you need to cope with life's ups and downs.

We're here in times of crisis

In times of crisis or emotional distress, you can have peace of mind that your EAP can provide the practical assistance and emotional support you need.

Whether you decide to get in touch with us over the phone or via email, support is available 24 hours a day, 365 days a year.



Confidentiality

Confidentiality is the foundation of the EAP service. As an external EAP provider, Vhi Corporate Solutions is bound by strict professional standards regarding confidentiality and the disclosure of details of individuals who have contacted them.

In line with the codes of practice outlined by the Irish Association of Counselling and Psychotherapy (IACP or other relevant clinical bodies), your contact with the EAP team remains confidential. You choose what information you share, and no details will be given to anyone unless you instruct us to do this. The only exceptions are:

- Where there is a risk to someone's life, your own safety or the safety of others.
- Where required by law.

Your company is only provided with anonymous statistical data for service evaluation purposes. No data is given which identifies individual users of the EAP service.

“ Life isn't about living without problems.
Life is about solving problems.

Tom Krause

Finnish Opera Singer - Born 1934

Helping you navigate life's milestones...

...at work, at home, in your daily health and wellbeing and supporting you through difficult times

Starting a new job

- Preparation
- Fitting in
- Support
- Work relationships
- Stress
- New skills

Buying a new home

- Emotional impact
- Mortgage
- Solicitors
- Surveys
- Moving costs
- Estate agents

Staying healthy

- Stress
- Nutrition
- Smoking & drinking
- Physical health
- Healthy heart
- Life stages
- Emotional health

Returning to work

- Maternity leave
- Child care
- Relocation
- After illness
- Role change

Responsibility at work

- Promotion
- Training
- Management consultation
- Mediation skills
- Dealing with conflict
- Career progression
- Managing change
- Employee support

“Great things are not done by impulse, but by a series of small things brought together.

Vincent Van Gogh
Painter - Born 1853

Relationship milestones

- Relationship challenges
- Getting married
- Civil partnerships
- Step families
- Family friction
- Jointly owning property
- Managing finances

Having children

- Pregnancy & birth
- Post natal depression
- Adopting
- Childcare
- 0-4 year olds
- Difficult teenagers
- Juggling work & home

Managing money

- Budgeting
- Credit cards
- Pensions
- Savings
- Banking

Moving location

- Coping with change
- Meeting new people
- Choosing where to live
- Renting a property
- Tenancy agreements
- Moving your belongings
- Budgeting
- Selling a property

Retirement issues

- Coping with change
- Working after retirement
- Emotional preparation
- Financial planning
- Pension
- Tax
- Wills

Family crisis

- Grief
- Caring for relatives
- Disputes
- Conflict over possession
- Ill health
- Unplanned pregnancy
- Legal

Personal crisis

- Divorce
- Separation
- Infertility
- Miscarriage
- Abuse
- Anxiety disorders
- Racial discrimination

Illness

- Terminal illness
- Depression
- Drug & alcohol abuse
- Living with illness
- Accident
- Telling the family
- Addiction





What services are available to me?

Your organisation has chosen to provide you with the following services.

- EAP online support website
- Specialist information
- Legal information
- Financial information
- Telephone counselling
- Face-to-face counselling

“ We must become the change we want to see.

Mahatma Gandhi

Spiritual leader - Born 1869

Information on key services

Specialist information service

Our specialist information team is there to help you find your way through complex areas including: finance, legal, family matters and consumer issues. All callers have direct access to qualified and experienced Information Specialists supported by a network of solicitors and accountants. This service is available Monday to Friday from 8am – 10pm and 9am – 5pm on bank holidays and weekends. Callers have unlimited access to this service which helps to save time and disruption when they're not sure of the right way to proceed.

Telephone and face-to-face counselling service

Vhi CS provides 24 hour, 7 days a week access to telephone counselling. In addition to the telephone counselling service Vhi CS offer access to our network of face to face counsellors. The type of counselling available through the EAP is referred to as 'Solution Focused Short Term Counselling' and works with current issues in a goal oriented manner, identifying existing strengths and potential solutions in a collaborative way between the counsellor and the client. The process commences with a telephone assessment to identify appropriate short term issues that can be reasonably addressed with the short term counselling model.

If longer term counselling or in-depth psychotherapy is required we will identify appropriate resources for you in your local area, including low or no cost options.

Access to the telephone counselling is available 24 hours a day, 365 days a year. Face-to-face appointments can be made at a location convenient to you.

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How do I access the service?

To talk with a member of our team, whether you require access to our information or counselling service call **freephone 1800 995 955**

or you can email an enquiry to the specialist information service **eap@vhics.ie**

Additionally, we welcome feedback on all elements of our service, comments can be sent to **eapfeedback@vhics.ie**



“ The greatest motivational act one person can do for another is to listen.
Roy E. Moody

The personal information you provide will be held by the Voluntary Health Insurance Board and/or, on its behalf, by its agent or service provider for the provision of Employee Assistance Programmes (the “Agent”) or (the “Service Provider”), for use only in the provision and administration of Employee Assistance Programmes and related services and, in providing your personal information, you hereby consent to its use by the Voluntary Health Insurance Board and the Agent or the Service Provider for such purposes.