



Employee Assistance Programme (EAP)

Your H3 Health Insurance policy gives you free access to an Employee Assistance Programme for information and counselling services. The EAP, which is provided by The Validium Group, is available 24 hours a day, 365 days a year.



Counselling Support

Counselling is a safe place for employees to explore personal or work-related concerns with professional support. This may take the form of counselling over the telephone, referral to face to face counselling, eCounselling, online resources or signposting to other agencies, as appropriate.



Legal

A specialist team of lawyers is available to provide employees with help and guidance on many different areas of personal law, including consumer, property, landlord/tenant, family and motoring law.



Financial & Debt Specialists

A dedicated team is available for employees to access information on money matters, which may be affecting their welfare, including managing creditors, budgeting and debt management plans.



Health & Wellbeing

Health & Wellbeing Specialists provide employees with information and guidance on lifestyle issues such as diet, exercise and sleep, as well as answering questions about health and medical matters, child care and eldercare issues.



Manager Support

Managers can contact a specialist manager support team for confidential support when assisting employees with their problems, tackling difficult management issues, responding to the early warning signs of stress and referring colleagues to the EAP.

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Questions & Answers

EAP Brief Therapy Guide

Note: The table below provides a guide only of individuals' suitability for short-term brief therapy. When we consider our health, both from a physical as well as mental perspective, there is rarely a single approach or way of managing an issue that applies in all cases. We are each unique and one size does not fit all. As a general rule, EAP provides generalist support, just like a GP (General Practitioner) and more specialist support needs to be referred to a specialist practitioner. However, the EAP, like the GP, is a good place to start when you need help.

Suitable for EAP Brief Therapy	Unsuitable for EAP Brief Therapy
Clients who are experiencing emotional distress or early stages of mental health concerns.	More complex issues e.g. complex bereavement/loss, court cases, psychological or physical injuries, trauma (recent or previous).
Individuals who can work within a solution-focused model for example: to gain clarity during difficult periods in life or through difficult circumstances.	Longer term mental health issues requiring longer term counselling to break repetitive cycles.
Individuals who can work in the here and now, working towards a goal to change their current circumstances.	Individuals already receiving counselling/psychological support from another practitioner.
Examples: <ul style="list-style-type: none">• Relationship issues• Workplace conflicts• Family matters• General mental health concerns• Emotional wellbeing	Examples: <ul style="list-style-type: none">• Family-therapy• Gender issues• Abuse• Gambling/alcohol/drugs

Employee Assistance Programme (EAP)

Questions & Answers

What is the Employee Assistance Programme?

The Employee Assistance Programme (EAP) is a confidential and independent counselling and information service available to all employees.

What does the service provide?

The EAP provides a freephone support line giving employees access to telephone counselling, practical information and guidance for both personal and workrelated issues. If appropriate, short-term brief therapy counselling can be arranged for you.

Why is my organisation providing this service?

Your organisation is committed to caring for the health, safety and wellbeing of its employees. The EAP is provided as a resource should you wish to discuss your problems confidentially and outside the workplace.

How often can I access the service?

You can contact the service whenever you need ad-hoc counselling support or information to help with a legal, money, debt or health and wellbeing issue. You may be referred, where appropriate, for further short-term brief telephone, face to face or online therapy sessions.



TELEPHONE SERVICES

What happens when I call in?

You will initially be given a list of options to choose from. Your call will then be answered by Validium's clinical team. The team member will assess your needs and will direct you to the service most appropriate for you.

What information will I be asked for when I call?

You will be asked for your organisation's name, your name and contact details (which are held securely) and other details to enable us to give your organisation the required general statistical feedback. No personally identifying information is passed back to your organisation. If your call is about counselling issues, you may be asked some standard risk questions for your own safety.

What types of issue can I talk to the counsellors about?

Any issues that might be affecting your work or personal life, such as work/personal relationships, stress and work concerns.

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WHAT COUNSELLING SERVICES ARE AVAILABLE?

What happens when I call in?

Our clinical team will conduct a telephone assessment and will discuss with you the most appropriate counselling intervention for your needs.

Typically one of the following:



Ad Hoc Telephone Counselling Support



Structured Telephone Counselling



Face to Face Counselling



cCBT (On-line CBT)



E-counselling



CONFIDENTIALITY

Is the service confidential?

The EAP is a confidential service. No information about individuals or specific problems will go back to the organisation.

Are there any limits to the confidentiality?

The EAP will only intervene - and if necessary break confidentiality - if you, someone else, or your organisation is in danger of being harmed by your, or someone else's actions.

How confidential are work-related issues?

Work-related problems are treated just as confidentially as all other issues.

Employee Assistance Programme (EAP)

How do you access these services?



Call the H3
GP Advice Line on
0345 222 3716



Or access
our H3 GP
services via the
dedicated app

h3insurance.gp24.co



Alternatively if you require further information, contact H3 directly via email or **phone claims@h3insurance.com** or **028 9046 9994**