



## Bupa Employee Assistance

Bupa Employee Assistance is a completely confidential service that helps individuals to overcome any issues that may impact on their work or personal life. The service gives employees and their families access to a confidential counselling and advice service, 24 hours a day, 7 days a week.

When an employee has an issue, whether the origin is work or home-based, performance in the workplace is likely to be affected. Sickness and absence can increase, while performance and efficiency may decrease.

Bupa Employee Assistance Programme (EAP) can help by offering support when it is most needed. All of our calls are answered by trained and qualified telephone counsellors, 24 hours a day. Our counsellors can offer support for issues such as concerns about personal relationships, stress, anxiety or depression, emotional issues, substance abuse, behavioural difficulties, bullying or harassment, bereavement and sexual identity.

As well as demonstrating a duty of care to employees and reducing risks of litigation, providing an EAP provides a number of key benefits.

- Reduces employee and organisational stress
- Provides a confidential and free service for employees who feel unable to turn elsewhere
- Improves productivity and efficiency - a distracted employee does not work efficiently
- Combats or manages harassment and bullying
- Assists employees in achieving a harmonious work-life balance
- Reduces staff turnover and absence rates
- Supports a population facing psychological challenges
- Supports an individual or team through a difficult period

In the past five years employers have cited stress as the number one reason given by employees who take time off work

Source: Mind Workplace

For more information call 0845 600 4376,  
email [wellness@bupa.com](mailto:wellness@bupa.com) or contact your  
Bupa Account Manager or Intermediary



## Why Bupa EAP?

- We look after over 600 organisations in the UK, with a range of cultures and from a variety of industry sectors
- Over 20 years' EAP experience, formerly as the Personal Effectiveness Centre (PEC)
- Bupa provides proven clinical excellence and has ISO9001:2000 accreditation
- We have the largest network of high quality counsellors in the UK, all with at least three years' post-qualification experience of face-to-face counselling
- We provide the management information you need to identify trends within your workforce
- At Bupa we ensure that all calls are answered by qualified and experienced counsellors who speak and understand a wide range of languages

## How does it work?

- 1 Employee/family member calls  
Counsellor identifies nature of assistance required.
- 2 Legal/financial calls are transferred to appropriate specialists.
- 3 Counsellor carries out an in-depth assessment for calls with an emotional component.
- 4 The impact of the situation on the individual and the need for counselling is established.
- 5 A referral to telephone counselling, short-term therapy or, if appropriate, face-to-face counselling.
- 6 All counselling cases are monitored to ensure quality and satisfaction.

80 percent of employees say that Bupa Employee Assistance improved their ability to work effectively.

50 percent say our service saved them from taking time off work.

99 percent of callers say they would recommend the service to a colleague.

Source: Customer satisfaction survey 2008

## EAP components

### Counselling

Bupa Employee Assistance benefits from having one of the largest networks of affiliate counsellors, which enables us to match counsellor specialities to an individual's particular issue.

### Legal guidance

Our legal advisers offer 24-hour telephone assistance on all legal matters including matrimonial issues, consumer law, probate, road traffic incidents, contracts and neighbour disputes.

### Financial advice

Our qualified and registered financial management specialists are available for support on issues of debt, budgets, pensions, mortgages and independent financial advice.

### Consumer advice

Help and advice on guarantees, returns, "scams" and complaints and individual rights when buying goods and services.

### Family and matrimonial advice

Specialists are available to discuss all aspects of matrimonial and family problems including partners, children, divorce, separation and conflict.

### Work and career guidance

We provide confidential discussions on issues such as work stress, careers, role difficulties, appraisals, disputes and teamwork.

### On-line self help portal

Access is available to online information and self help tools, which could include access to online cognitive behaviour therapy.

### Management guidance

Managers can use the EAP as an extra resource to assist them in dealing with various people management issues.

### Management information

We provide you with anonymised management information that outlines service usage.