

Learn more at www.ceridian.co.uk
or call us on 0800 733 337



Ceridian's one minute guide to employee assistance & wellbeing

World-class solutions. Extraordinary expertise. Proven service for thousands of companies around the world. Ceridian frees your company to maximise your human, financial and technological resources and get them focused on what's really important – your business.



The future of EAP Services

Ceridian was the first EAP to move away from traditional counselling/crisis lines by offering advice and support on *Work/Life*, including areas such as elder/childcare matching services, legal/financial advice and relocation support. Whilst other providers have followed suit, Ceridian has augmented and built on this initial innovation by offering a range of advanced communication tools to support the diversity of employee needs and preferences.

Specifically online information/fact sheets, self-assessment tools on stress and work/life balance, and personal health risk assessments, developed the notion that an EAP could become a component in an *Employee Health and Wellbeing* strategy.

Whilst this initial range of employee health/wellness support services acts as a component of the employee health management programme, the next stage of EAP evolution will be to achieve an *Employee Engagement* position. Moving away from behavioural risk and health issues and into the development of best practice human capital management is Ceridian's ambition and our EAP brand LifeWorks is at the forefront of this ambition.

As a global leader in EAP solutions, LifeWorks benefits from being able to access the very best practice in employee health and wellbeing and engagement throughout the world and can provide an international solution for multinational organisations.

Measuring the results

With EAP services becoming heavily commoditised in the UK, Ceridian aims to become the *HR Partner* to client organisations and will base its services on management information, ROI calculations and proactive campaign management. In effect the Ceridian LifeWorks EAP is an employer, as well as an employee EAP. It supports the HR decision-making process, targets and remedies problem areas and can measure the value of any investment/intervention. In summary, we can help you to build your service proposition in partnership: from a helpline and counselling service right through to cutting-edge employee health management and engagement.

The evolution of EAP Services

An EAP service has two main components: *24 hour/365 days telephone based* support for employees on a wide range of issues from harassment to legal advice and, should the telephone call indicate a need for a higher level of assistance, *face-to-face counselling* sessions. An employer should view an EAP as a short term, solution focused counselling proposition with face-to-face limits routinely set at 6-8 sessions.

Critical incident support is also available and following an incident (e.g. a death in the workplace) a team of counsellors can be assembled to offer immediate support for those involved. This could be incorporated into your disaster contingency plans and could help to reduce incidence of problems such as post traumatic stress disorder.

The use of an EAP may also help to lower Employer Liability cases as the likelihood of a successful work-related stress claim is much reduced by the presence of an EAP service (Lady Justice Hale review of February 2002). Further case law is refining what was meant by this judgment (e.g. Barber vs. Somerset in 2004). As a rule of thumb, most EAP providers express the view that a well-promoted, 3+ session face-to-face model will go a long way to meeting an employer's *duty of care requirement*.

Defining your service:

Whilst all of our services aim to support employer decision making through proactive use of management information and ROI assessments, the specific service offerings are fully flexible and any combination can be constructed from the following areas:

EMPLOYEE ASSISTANCE PROGRAMME AND WORK LIFE SERVICES:

- Telephone counselling and information helplines
- Face-to-face counselling using our affiliate network
- On-site launch days and account management
- Legal support helpline
- Child and elder care matching services
- Critical incident support
- Online counselling
- Executive EAP provision
- Concierge services

EMPLOYEE HEALTH & WELLBEING SERVICES:

Online health risk assessments, on-site physical health screening and assessments, proactive health coaching on weight/stress/smoking cessation, online health encyclopaedia, absence policy design and line management training in sickness absence, outsourced sickness absence call/notification, management/integrated health software and second opinion service for 'serious' conditions.

ADDITIONAL & ANCILLARY SERVICES:

- Multinational/multilingual support on the services listed above
- Organisational training programme design and delivery
- Flexible Benefits services
- HR Consulting and Project Management

To find out how Ceridian can help your business, call us on 0800 733 337 or email info@ceridian.com.

www.ceridian.co.uk

Work/life balance for ING Direct

Introducing Ceridian's EAP, LifeWorks, to 480 employees in their Reading site has helped ING Direct to create a supportive culture and has contributed to them remaining an employer of choice within their industry.

"This is giving our employees a better work/life balance, which is in turn keeping stress levels down and helping build a positive, productive environment in which to work. LifeWorks is one of many reasons why our employees enjoy coming to work and why we have such high morale among call centre teams. This is reflected in the fantastic service they give to everyone who rings!"

Jennie Monon *HR Director ING Direct*

