



# YOUR EMPLOYEE ASSISTANCE PROGRAM



## FREQUENTLY ASKED QUESTIONS

### Who provides the service?

The service is proposed by **Securex, our External Service for Prevention and Protection at Work**, and delivered through **Workplace Options**, an expert provider of employee support services, which has been offering EAPs since 1981 and acts completely independently of your organisation.

### Is the EAP really free?

Yes, the service is financed by your employer. You do not have to pay for the direct information or support you get from the EAP.

### Is the service really confidential?

Yes. When you contact the EAP, the only information you will be asked to provide is the name of your employer. The latter will receive usage statistics about the number of people using the EAP, but no personal information about the actual users will be disclosed. No one will know you contacted the service unless you choose to share this information. Workplace Options is bound by professional standards regarding confidentiality and disclosure of data of people who contacted the EAP.

### When can the EAP be reached?

You can contact the service 24/7, 365 days a year.

### How do I contact the EAP?

The service is available via toll-free number 0800 100 59 and online.

### Am I getting in touch with a 'living' person?

Yes, if you contact the EAP, you will always get a psychologist on the phone.



'EAP' stands for Employee Assistance Program. Your EAP is a free, confidential service, available to employees within your organisation, providing useful information, practical support for a wide range of professional, family and personal questions, related to work, domestic issues and private life.

## Does the EAP give advice?

We do not provide advice based on opinions, but can offer you all the information you need to make well informed decisions to help you cope with your current situation.

## How often can I use the EAP?

You can use the service as often as you want, because there is no limit to the number of queries you can get support for.

## Do I have to experience a crisis to use the EAP?

Absolutely not. We even encourage people to contact the EAP as soon as a problem arises. We acknowledge that there is a lot to manage in everyday life and sometimes we can all use a little extra support to cope with everyday challenges. Having said that, we can help you if you find yourself in a crisis or frightening situation.

## What type of support is available?

The service can provide a range of suitable support tailored to your unique needs:

- Practical information and support
- Professional resources and information sheets
- Referrals to rescue services nearby
- Short-term, solution-oriented counselling
- Online support via our EAP website

## What's in it for me?

The EAP can help you in challenging times, when you need extra support, feel alone, or seek an independent listening ear. It can also save you precious time and effort for everyday, practical matters. Generally speaking, making use of EAP should help reduce stress and anxiety, improve your well-being and enable you to focus on other things.

## What type of problems can EAP help you with?

You can contact the EAP for support with anything that concerns you. Below are some examples of issues, but this is not an exhaustive list. So please contact us in any event.

PERSONAL	LIFE EVENTS	WORK	FAMILY & RELATIONS	EVERYDAY LIFE
<ul style="list-style-type: none"><li>• Emotional well-being</li><li>• Dealing with stress</li><li>• Anxiety and depression</li><li>• Disability and illness</li><li>• Personal development</li></ul>	<ul style="list-style-type: none"><li>• Pregnancy and a new baby</li><li>• Adoption</li><li>• Getting married and moving in together</li><li>• Separation and divorce</li><li>• Moving</li><li>• Grief and loss</li><li>• Retirement</li></ul>	<ul style="list-style-type: none"><li>• Work-life balance</li><li>• Bullying and harassment</li><li>• Work pressure</li><li>• Dealing with change</li><li>• Relationships at work</li><li>• Career</li></ul>	<ul style="list-style-type: none"><li>• Care for children</li><li>• Education</li><li>• Care for the elderly</li><li>• Juggling work and family</li><li>• Taking care of others</li><li>• Domestic violence or abuse</li></ul>	<ul style="list-style-type: none"><li>• Consumer rights Health and well-being</li><li>• Debt and money management</li><li>• Moving</li><li>• Public resources</li></ul>

## What is short-term solution-focused counselling?

First, counselling provides a non-judgemental, safe space to explore your personal conflicts and dilemmas. Accessing psychological support is an act of great strength and courage, and a commitment to engage in the process. Short-term solution-focused counselling is a goal-oriented and focused method enabling individuals to develop coping strategies through a limited number of sessions. Work-related or personal problems can be addressed. Our research based on a broad sample shows that 88% of participants who engage in counselling improve their well-being thanks to our services. To make short-term therapy successful, the participant and therapist work together around a specific topic during the sessions.

## Are some problems/situations not suitable for short-term solution-focused counselling?

The EAP's motto is always to help people and provide the most appropriate support to employees and their families in need.

The support can vary from one situation to another (clinical support, practical assistance, coaching, etc.) and depends on what is appropriate for each individual at the time.

Please note that on rare occasions (less than 5% of all cases), we may refer individuals with complex/severe mental health problems to external support to get appropriate care:

- In case of chronic symptoms/problems
- When medical/psychiatric assistance is indicated
- If someone's mental functioning is severely impaired
- Situations where abrupt termination of short-term sessions could prove emotionally damaging

## What happens when I struggle with problems that lie beyond the scope of short-term solution-focused therapy?

If this is the case, the counsellor you talk to when you contact us will review with you the different options for your specific situation. This may involve referring you to resources or specialised support outside the EAP. All costs for such external referrals are at your own expense. When deemed necessary or appropriate, monitoring visits, a bridging session or consultation can be arranged between us and a healthcare provider already involved.

## What can you find on the EAP website?

Our highly comprehensive website contains more than 2,000 articles, searchable databases, and interactive tools.

## My question is not covered in these FAQ. Who can I turn to?

Neem contact op met je HR-departement als je nog vragen hebt over je EAP.

## What are the contact details of the EAP?

You will find these on the documents you receive from your Human Resources department