

# HR & OD POLICIES

human resources and organisational development

## EMPLOYEE ASSISTANCE PROGRAMME

### What is EAP?

Modern day life can be highly pressured with individuals facing a variety of issues such as family problems, marital or relationship difficulties, bereavement, work pressure or mental or physical health issues. In recognition of these factors, Aberdeenshire Council offers an Employee Assistance Programme (EAP) which enables employees and managers to access confidential, independent, professional advice and counselling support when they need it. This service can also be utilised by the immediate family of an Aberdeenshire Council employee who lives at the same address as the employee.

Many people feel that a counsellor is someone who is on their side, someone who can offer different kinds of support: practical; emotional; and psychological. People go to counselling for many reasons but whatever the underlying cause is, it's a way of 'fighting back' and resolving what it is that is troubling them.



### What does the EAP offer?

Time for Talking is Aberdeenshire Council's Employee Assistance Programme, who provide an LBG&T inclusive service, and they offer the following services:

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## Online Resources

Instantly accessible online advice, information and practical tips to assist employees with a variety of things such as personal, worklife and health and wellbeing issues. Time for Talking provide an online chat service through their website where employees can have an immediate response from a counsellor during Monday to Friday, 9.00am - 5.00pm.

## General Advice and Guidance

Time for Talking offer information on practical matters which are causing stress, tension or difficulty. Typical areas of difficulty are financial, health, alcohol problems, substance abuse or legal problems. Sometimes an early call may help you 'nip it in the bud' and in many cases the answer to a question can be given immediately over the telephone.

## Telephone Counselling

Telephone counselling is offered 24 hours, 7 days a week to allow immediate support to those that require it. It provides a convenient solution for individuals unable (for whatever reason) to attend face to face counselling. Once the individual has contacted the helpline, one of Time for Talking's counsellors will phone back at a time that is suitable.

## Face to Face Counselling

Face to face counselling gives you the opportunity to talk with an independent qualified counsellor who can help you look at your situation in a new light. Your counsellor will offer support and encouragement to help you find better ways to cope with what is troubling you. Counselling can be arranged as soon as possible after phoning – often within hours of call being received. Counselling will take place at the counsellor's place of work and every effort will be made to ensure the person can receive counselling within easy travelling distance from their work or home.

## Management Support

Managers can access support via Time for Talking's management help line: 03302 020283. This support can assist managers to improve the performance of themselves or their team and find support to manage any difficult situations they may face.

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## Post Critical Incident Support

Managers whose employees are affected by any trauma related to serious situations which have resulted in death, serious injury or a threat to life can contact Time for Talking to discuss the steps which can be taken to support staff.

## Online Chat

You can chat to a counsellor – Monday – Friday, 9.00am – 5.00pm.

Go to the Live Chat section and enter the password; **TfTnow**

To talk to a counsellor click the **Live Support** button.

Its confidential and you don't need to give your name or email address unless you want to.

If the button shows 'offline', please go to our contact page to leave a message and someone will get back to you as soon as possible.

## Who do I contact?

To access telephone advice, support and counselling or to arrange face to face counselling, contact Time for Talking on:

Telephone **0800 970 3980**

E-mail: [admin@timefortalking.co.uk](mailto:admin@timefortalking.co.uk)

Website: [www.timefortalking.co.uk](http://www.timefortalking.co.uk)

Please state you work for Aberdeenshire Council



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## Cognitive Behavioural Therapy (CBT)

Cognitive Behaviour Therapy is based on the belief that most unhealthy ways of thinking have been learned over a long period of time.

CBT helps you to look at your thought processes when experiencing low mood, anxiety or depression and change these, helping you to react positively improving confidence and self esteem.

The EAP programme offers counselling based on the CBT theory, but are not accredited for this type of therapy.

If you feel that CBT would benefit you, a free telephone service from the NHS called Living Life offers both supported self-help, where you can speak to a self-help coach and also CBT where you speak to a qualified therapist.

Both of these services are offered as series of telephone sessions at a time convenient to you and are supported by a series of self-help work books.

## Who do I contact?

To access telephone based Cognitive Behavioural Therapy contact [NHS Living Life](#) on:

Telephone: **0800 328 9655**

Open Monday – Friday 1pm – 9pm

All services provided by both Time for Talking and NHS Living Life are free, independent from Aberdeenshire Council and are confidential.

For more information contact the Health Promotions Officer, Wellbeing Team, HR&OD.