

# **E**mployee **A**ssistance **P**rogramme

for the Barbados Public Sector

Confidential help with life's concerns

## **1. What is an Employee Assistance Programme (EAP)?**

Employee Assistance Programme (EAP) provides confidential, professional counselling services to assist employees, who are experiencing difficult personal or work related problems, be they stress induced, domestic issues, alcoholism, drug dependencies and financial or legal difficulties.

## **2. Who is eligible for this programme?**

ALL employees in the public service regardless of their status, job title or responsibilities, are eligible for the EAP.

## **3. How do you know that you need to access the EAP?**

You need only call the EAP as soon as you feel a problem is getting too difficult to handle alone and it is affecting your job performance.

## **4. What company is providing these services?**

Network Services Centre has been contracted to provide EAP services to public service employees and will provide a wide range of professionals who are trained to deal with the problems outlined above in a confidential manner.

## **5. Where will counselling sessions be held?**

Counselling sessions will be held at Network Services Centre during office hours and where necessary at the work place. Alternative meeting places will not be ruled out.

## **6. What type of services are available?**

- Individual counselling
- Family counselling
- Group counselling

## 7. How do I get started?

You need only call your EAP as soon as you feel a problem is getting too difficult to handle alone and it is affecting your job performance. Once you make that call you will be immediately connected to a counsellor who is experienced in helping you identify the nature of your problems and finding then right resources to address them.

**OR**

A supervisor may and can also encourage an employee to take advantage of the EAP when it is evident that the employee's productivity, or lack of , is cause for concern. A family member may also initiate the request for help making an appointment for the person in question.

## 8. What happens when I call Network Services Centre?

A counsellor for Network services Centre can answer any questions about the services available to you. The counsellor will also ask you a few questions to help you find the right resources for your particular situation.

## 9. Are services confidential?

The Office of Public Sector Reform and Network Services Centre believe that maintaining the confidentiality of EAP services is a fundamental right to which everyone is entitled. Therefore all records including medical information; referrals and evaluations are kept in strict confidence.

## 10. Does the EAP cost anything?

The employer, in this case, the Government, will meet the cost of the first three visits for each officer and employees will be given a 20 per cent discount on subsequent visits if they wish to continue therapy. Employees will be required to submit their National Insurance numbers as clear proof of employment.

## 11. Who are the professional and counsellors involved?

- Reverend Neilson Waithe – Executive Director
- Psychologists
- Psychiatrists
- Family counsellors
- Substance abuse counsellors
- Seminar/workshops leaders
- Motivational speakers

## 12. What are the benefits to the programme to the employee/employer?

### **The employee benefits through:**

- Early identification and resolution of personal and health-related problems;
- Improvements in mental and physical health; and
- A higher level of confidence and self-esteem.

### **The employer benefits through:**

- Increased productivity
- Higher office morale; and
- Reduction in time lost away from work due to sickness and absenteeism.