DCU Employee Assistance Programme (EAP)

Freephone
1800 817 435
Employee Assistance Programme (EAP)

for
Dublin City University

Presented by:
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OGP Key Account Manager, Inspire Workplaces
AGENDA

- Overview of Inspire Wellbeing
- Aims & Objectives of EAPs
- Stepped Care Model
- Service Delivery
- Management Support
- Evaluation
Overview of Inspire Wellbeing
“WELLBEING FOR ALL”

IT’S OKAY NOT TO BE OKAY

CHALLENGING STIGMA AND DISCRIMINATION

CHANGING MINDS AT WORK
Aims & Objectives of EAP Services

- Practical & Emotional Support – Personal & Work
- Early Intervention & Supports
- Promote healthy environment - reduced stress
Employee Assistance Programmes

- 24/7/365 Telephone Helpline
- Mild to Moderate Issues
- 6 Sessions SFBT Counselling
- Information - Financial - Legal - Citizens Info
- Referalls: Self Assisted Manager
- Manager Support & Guidance
- Online Resources * Website
- Psycho Education
Confidentiality:

Key to Engagement

CLIENT RECORDS:
- Case Number – No names
- Documentation
- Feedback

COUNSELLOR CODE OF PRACTICE:
- Do not contact client’s place of work
- Deal with Clinical Manager (EAP Consultants) only

REPORTS:
- Trends: Usage, No. of Sessions, Gender etc
- No identifying information
- No legal reports
Evidence Based Clinical Services
Stepped Care Model

Client rings free phone number

Call answered by counsellor

TRIAGE: Standardised screening assessment to determine level of need

Clinical Assessment
- Mental Health Status
- Risk Factors including child protection issues
- Substance use/dependency
- Social/occupational functioning/history
- Resilience/support
- Reason for referral

Step 1
- Mild symptoms of distress
  - Structured telephone one session
  - Psychoeducation
  - Practical advice-financial/legal
  - Guided self-help
  - Bibliotherapy overcoming series
  - Signpost/network of organisations

Step 2
- Mild - moderate symptoms of distress
  - Immediate guidance & support
  - Structured telephone BSFT
  - Face to face BSFT 6 session model

Step 3
- Moderate - severe symptoms of distress
  - If safety critical role refer back to OH
  - Sign post to GP
  - Sign post to A & E
  - Sign post to appropriate agency – longer term intervention

Stepped Care: ensuring the right service in the right place, at the right time and delivered by the right person, quality assured by robust clinical governance framework.
Engagement in Low Intensity Intervention

1. Engage the client in guided self-help
2. Collaboratively identify possible solutions to the problem and set self-directed goals
3. Support the person to achieve their goals
4. Monitor and review progress and the need for further help
Low Intensity Support
Dedicated Online Wellness

Secure Area
- take our online tests
- self help library
- useful reports

- alcohol
- anger
- anxiety

- bereavement
- depression
- drugs
Specialist Information
Legal, Financial & Citizens Information
Accessing Services
24/7 HELPLINE

1800 817 433

Freephone
24 / 7 / 365

Voluntary Self Referral

Red Flag Priority
Inspire’s Counsellor Network

600 COUNSELLORS NATIONWIDE

* 25km

* FULLY ACCREDITED

* PROFESSIONAL REGISTRATION
Support for Managers
Support for Managers

- A sounding board for talking through concerns
- Appropriately qualified professional support
- Guidance in supporting & assisting employees
- Confidential
- A resource for referring employees
Service Evaluation

Utilisation Reports
- Quantitative Feedback – Number of presenting cases
- *NB: No Identifying Info!*

Qualitative Feedback
- You tell us!! – Questionnaire

Annual Evaluation
Wellbeing in the Workplace

Wellbeing in Your World helps your staff to focus on their own wellbeing through the following programmes:

- Personal Effectiveness
- Mindfulness
- Financial e.g. Planning for Retirement
- Building Resilience
- Juggling Parenting & Work
- Stress Management
Management Support

The Resilient Workplace programme focuses on helping organisations to deliver success through a resilient workforce.

- Managing Mental Health in the Workplace
- Mental Health Awareness
- Building Emotional Resilience
- Dealing with Difficult Situations
- Dealing with Conflict
- Leading Through Change
Be further inspired by what we do visit: www.inspirewellbeing.ie/workplaces or email us at: workandstudy@inspirewellbeing.ie
Learning and Development

Personal Development

EAP Resources

Communicating in Challenging Situations
1st Dec 2017

Building your Resilience
9th & 16th April 2017

Communicating with Increased Influence
24th May 2017

Self Confidence & Assertiveness Building
27th April 2017
Health Through the Generations

Zumba Classes
*Semester 1 - TBC*

Yoga
*Semester 1 - November*

Meditation
*January - TBC*

Staff Wellbeing
Managers Toolkits
Guidelines for Managers

Work-Life Balance

Supporting Staff through leave

Staff Handbook Policy & Practice
EAP Information Sessions

November 14
St Patrick’s Campus

November 22
All Hallows Campus

November 28
Glasnevin Campus

Website:
https://www.dcu.ie/hr/DCU-EAP.shtml
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