



Health

EMPLOYEE ASSISTANCE PROGRAMME

Employee Referral Guide

Your manager wants to ensure that you feel supported, and this guide sets out how a referral into your Employee Assistance Programme (EAP) works.



Why have I been referred to the EAP?

Daily life can be full of challenges. Some might appear small, and some might seem too much to cope with. Our Employee Assistance Programme gives you someone to talk to and share your worries with, to help you get through your problems. Your employer believes that you may benefit from speaking with our experts. You should have had the opportunity to discuss the specific reasons with the person making the referral.



What do I need to do?

In order to start the referral you will need to give your verbal consent to your manager. The information we require is your name, department, job role, contact details and the reason for the referral. When we make contact with you, we will confirm your consent to the process and to hold your data in our systems. You have the right to withhold your consent.



What information will be given to my employer?

Your EAP gives you completely confidential support. We only inform the person making the referral that contact has been made and if the service has been accessed.



What happens once I have agreed to the referral?

AXA Health will call you on the telephone number provided. First, we'll gain your consent to continue and then conduct an initial telephone assessment. If it is appropriate for you, we will offer you a series of counselling sessions with a named counsellor. This could be delivered on a face to face basis, by telephone or via online counselling, depending on a variety of factors, including your level of cover.* If the sessions are to be delivered face to face you will be introduced to a counsellor near to where you live or work. We will help you arrange the first appointment.



What should I expect from the counselling sessions?

Each session is delivered by a qualified, experienced counsellor. We listen, don't judge and guidance could include coping strategies or help you think of plans to move forward.



Who runs the service?

AXA Health has been chosen by your employer as your EAP provider, we are a provider of counselling support for workforces across the UK.

Whatever your worry, we can help you through it

For support and guidance from your Employee Assistance Programme

Phone

Lines are open 24 hours a day, every day of the year.

Go to

Username:

Password:

To help you understand how we'll be managing data responsibly view our Health Services privacy policy here axahealth.co.uk/co.uk/healthservicesprivacypolicy/.

*The availability of structured counselling is subject to the agreement your organisation has with AXA Health.

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