Employee Assistance Programmes

ICAS

Organisations in the 21st century face rapid change and need to fight hard to succeed. The performance of employees determines whether you win or lose. In many organisations employees are both the highest overhead and the key differentiator to competitive advantage. Employees are under more pressure than ever due to changing work patterns and the additional external demands of life today. It is essential to invest in and support them. An Employee Assistance Programme (EAP) will also help you to fulfil your Duty of Care requirements as specified by the HSE.

ICAS is a global leader in providing EAPs with a wide range of service components. Your employees hold the key to the success of your business - supporting them with an ICAS EAP will provide a substantial return on investment.

"ICAS has provided invaluable, reliable and confidential support to the highest standards in the most testing of circumstances."
CGNU

The ICAS EAP - Experienced and Professional

ICAS has more experience with more organisations than any other EAP provider. Our programmes are designed to support your organisation's Behavioural Risk Management strategy. With ever-changing business pressures, we constantly develop our programmes to reflect market change. Value is always a major consideration. Our commitment to quality and professionalism knows no bounds.

Feedback we receive tells us that organisations use ICAS services more than those of any other provider due to the positioning and practical everyday help we deliver, both nationally and internationally. We are confident that our EAP offers the best value for money.

Using the latest technology, we will help you to design and develop a programme to suit your precise needs. Work-Life balance is an increasingly important issue for today's busy people, so the ICAS EAP will integrate with your own initiatives in this area. Our loyal customer base bears testimony to the depth and range of support offered by our strong teams of EAP professionals.

We continually develop and respond to the particular needs of our customers. By establishing international offices and an affiliate network around the world, we provide unparalleled support to our multi-national customers. We are equally at home, however, delivering tailored quality services to smaller enterprises.

"ICAS has provided Conoco with a first rate programme which has been responsive to both the needs of the employee and the needs of the business, complementing our goal of optimum health for our employees and business."

Conoco

The ICAS EAP – Comprehensive Service Features

Implementation Service

- Programme design and specification
- Organisational consultancy
- Communication materials and magazine articles
- Employee briefings
- Manager training
- Video presentations

Account Management

- Dedicated to your company
- Highly consultative approach
- Continuous liaison
- Monitored service delivery
- Service reviews and on-going promotion

Management Information and Evaluation

- Regular utilisation reports
- Feedback of trends and themes
- Interim reviews of key indicators
- Detailed annual service review
- Recommendations for change

Service Components

- 24-hour Freephone
- LifeManagement™ Services (legal information, money advice, family care, consumer rights, general matters)
- Telephone Counselling
- Face-to-face Counselling
- Managerial Consultancy
- Emergency Flagging Procedures

An EAP is both preventative and remedial providing an essential link into your HR and healthcare strategies, as well as recognised support for Performance Management measures. It will also help you to fulfil your Duty of Care requirements as specified by the HSE.

The ICAS EAP – Personal Service

Experienced and professional Account Managers, dedicated to each customer, and using a consultative approach, will help you optimise the benefits of your programme. We will assist you in a variety of ways, including the provision of Intranet material to promote the service as appropriate for your organisation. The more people who use the support we offer, the more your organisation will benefit.

ICAS is unique. Our National Support Centre is located at the ICAS headquarters and in Glasgow. Seamless communication links provide us with a guaranteed business continuity contingency. Unlike other providers, all core services are delivered by our own qualified and professional people. They consist of Telephone Counsellors and Clinical Case Managers as well as LifeManagement™ Consultants who provide Work-Life information services. This allows us to closely manage all aspects of their work, especially the quality of the support we provide. The National Network of Affiliate Counsellors tell us that ICAS is the provider they would prefer to work with given the choice.

In response to the needs of multi-national organisations, we are able to offer extensive world-wide EAP services on a local basis through our network of international offices.

At ICAS we never lose sight of the fact that staying in touch with our customers means staying at the forefront of EAP provision - delivering what you need, when and how you need it.

"It is our belief that providing this type of service reinforces and complements existing company initiatives and contributes to the improvement in productivity."

GlaxoSmithKline

Organisations and people working better together

About ICAS

ICAS is an international provider of Behavioural Risk Management Consultancy Services, operating worldwide through our own network of overseas offices and strategic partnerships.

Standards

We are members of the British Association for Counselling and Psychotherapy (BACP) and the internationally recognised Employee Assistance Professionals Association (EAPA). Our standards of professional practice comply with all their codes of practice and guidelines and are recognised worldwide.

ICAS is a Registered Sponsoring Organisation of the United Kingdom Register of Counsellors (UKRC) and we work to, and use, the Business Excellence Model based on the European Foundation Quality Management model. We are members of the British Quality Foundation.

ICAS is an Investors in People company.

Services

Employee Assistance Programmes are just part of a portfolio of corporate support services offered by ICAS, which include **FIRST***call*®, **CRISIS***call*, policy development, audit and consultancy, mediation and mentoring, and training in counselling skills, team building and stress management.

Working with you

We are expert in tailoring programmes to blend and harmonise with your business focus. ICAS works closely with leading organisations, across all business sectors, to complement employee support needs, and to manage the costs and risk of the human dimension of business. Our reputation for delivering quality services is best illustrated by the loyalty of our customers.

ICAS

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