Personal Support Line

ICAS

Personal Support Line

Duty of Care

The ICAS Personal Support Line offers an ideal basis for your organisation to extend psychological help to your employees. The programme will also help you fulfil your Duty of Care requirements as specified by the HSE. The telephone based counselling service can be complemented by our unique LifeManagement™ service and/or face to face counselling if required.

Immediate Help

The ICAS Personal Support Line provides immediate telephone counselling assistance to help people to quickly sort out their problems or challenges. The pressures of everyday life and consequent distractions can have an immediate impact on family and working lives. Experienced ICAS counsellors are always available at the end of a telephone line with an immediate response to a personal need 24 hours a day. It could be a simple need to talk through a problem, or to obtain help and support with an emotional upheaval perhaps caused by trauma or personal crisis.

Increased Productivity and Improved Performance

People whose daily personal problems and concerns can be shared or solved through a quick telephone call, have more energy and concentration for their days work, and more commitment to their employer.

The freedom to discuss problems in confidence with a qualified counsellor allows the person to think more clearly and explore possible alternatives.

The benefits in relation to performance, productivity and the bottom line become evident in reductions in unwanted staff losses and absenteeism.

Easy Access

A simple telephone call to the ICAS Personal Support Line will directly get through to a team of friendly professional counsellors experienced in handling a wide range of personal problems and stress.

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ICAS counsellors are impartial, able to sensitively probe and challenge, and above all, ready to listen to the individual and help find a workable solution. It is possible to speak with the same counsellor again if required.

All calls are answered round the clock by experienced counsellors in person - not by an answerphone or call handling service.

All our counsellors adhere to Professional Codes of Ethics and continually receive supervision and further training to ensure their personal development.

We operate strict clinical protocols and flagging procedures to help protect callers considered to be a risk to themselves or the lives of others.

Complete Confidentiality

Contact with the ICAS Personal Support Line is highly confidential. We work to strict guidelines to protect the privacy of callers.

We will provide your company with regular statistical management information to help identify any themes or trends.

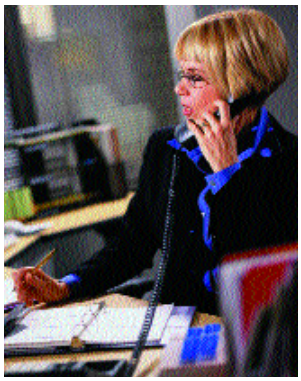
LifeManagement™

Our unique LifeManagement™ service may be included in your programme on request. This will provide your employees with access to a valuable information and research facility. We have an extensive library of databases including that supplied to us by the Citizens Advice Bureau which is regularly updated.

No information which identifies an individual would be made available to anyone else.

The aim of this service is to help people with everyday, practical issues, which, if not resolved quickly, can be a distraction at work. Clients with access to LifeManagement™ see it as a valuable part of their work/life balance programme.

Face to Face Counselling



It is possible to enhance the benefit of the ICAS Personal Support Line still further by including the option to visit a counsellor in person. Face to face counselling is available throughout the UK and is provided by 650 affiliates under contract to ICAS. Each one is only accepted into the ICAS network after undergoing a rigorous selection process. All face to face counselling is offered through a short-term problem based model.

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

The Personal Support Line is just one part of a portfolio of corporate support services offered by ICAS, which includes **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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