

1. Policy Statement

University College Dublin values all employees and is committed to assisting its employees maintain a high level of well-being, and achieve both organisational and personal goals. As part of this commitment, the University recognises the need to provide adequate support for employees experiencing personal or work related difficulties. The provision of an Employee Assistance Programme (EAP) will facilitate the early intervention and referral of employees whose work performance is affected by personal difficulties.

2. Purpose

The EAP is designed to encourage and assist employees experiencing personal difficulties to seek help. The EAP will provide UCD employees, their families, and retired members of staff with a confidential support service for addressing emotional, legal, financial, or other issues which may result in increased stress and may impede on organisational and personal goals.

3. Eligibility

The Employee Assistance Programme is available to all UCD employees, their dependant family members and retired members of staff. The University has agreed to provide up to six counselling sessions to employees and their families, if required. The University will bear the cost of this service. If further help is needed, the counsellors will then give advice on how to obtain this support and they will also advise on the relevant costs.

4. Confidentiality

The EAP offers employees and their family members the highest level of confidentiality, and operates within the Code of Ethics and Practice as laid down by the Irish Association for Counselling and Psychotherapy (IACP) and within the standards set out by the Irish Employee Assistance Professional Association (EAPA).

The University will not be told who is using the service. It will however, be provided with statistical information in order to facilitate the evaluation of the service. No specific data pertaining to any individual employee will be made available.

Any disclosure can only be made with the written consent of the employee, unless in very exceptional circumstances such as if a child is at risk of serious

neglect or abuse, or there is a risk of harm to self or others through harmful or criminal activity.

5. Assistance Process

5.1 Internal Process

The EAP provides a short term intervention service for employee difficulties. Staff members experiencing difficulties can contact the EAP service provider directly through a free phone number and can also access the extranet for information on a broad range of topics.

5.2 External Process

If the nature of the difficulty is such that further professional help is considered desirable, the EAP service provider will refer the employee to an appropriate expert, for example, a psychologist, in addition referring the individual back to their General Practitioner. The expert will liaise directly with the provider on all referrals.

6. Referral Process

Use of the Employee Assistance Programme will be voluntary.

6.1 Self-referral

A self-referral occurs when the employee who wishes to discuss personal difficulties in a private and confidential setting without any intervention from other sources (i.e. management, employee representatives, etc.) contacts the EAP service provider directly through the free phone number.

6.2 Suggested Referral

There may be occasions where it becomes necessary for managers or members of UCD HR to advise employees that counselling is available as an option for those whose work performance has declined because of factors covered by this procedure. Employees retain the right to either use or refuse this option of counselling assistance. Union representatives and (designated) support colleagues may, in the course of their ordinary activities, become aware of developing situations where the EAP could benefit fellow union members and colleagues and may suggest self-referral at an early stage which continues to remain confidential to the employee concerned.

7. Assurance

The EAP counsellors are at hand to help and offer assistance. Employees can be assured that any issues discussed will be treated with sensitivity, confidentiality, and the highest standards of professionalism.

8. Other relevant information

8.1 How do I contact the Employee Assistance Programme?

Free phone number: **1800 300 061 (IRL)**
0800 243 458 (U.K. /N.I.)

For a wide range of information:

EAP extranet: <https://vhi.powerflexweb.com/1003/login.html>

Username: ucd

Password: employee