

Employee Assistance Program (EAP)












Support your employee's mental well-being

WHY Employers need an EAP ?

- Be an excellent demonstration of employer's concern for employee well-being
- Provide employers with expert assistance on complicated employee relations issues and help individual employees manage their situation.
- Assist your company in building a resilient, productive and harmonize workforce
- Help to eliminate the possibility of developing problems that affect others and mitigate the risk of staff issues that may bring the impact on the company

Characteristics of QHMS EAP

- Offer a range of services to suit the needs of your business and employees
- Employees can have direct access to the counselor without the interference of the employer.
- A 24-hour /7-day hotline is available
- All the call in and conversations are confidential
- One-stop service with support by health care professionals

Service items	Program Contents	Advantages
 24-hour/7-day hotline counselling service	Offer around the clock support with qualified counselors' help to manage stress, emotions and provide practical advices	Your employees can get assistance and support day or night
 Face to Face counselling service	Meet employee in a private and confidential setting to explore their lives and to find ways to cope with issues	Experienced counselors will make a comprehensive assessment and work together with employees for solutions and the most suitable treatment route.
 Management Consultation	A hotline for the company management to seek for professional advice for handling problem staff issues	Assist the management to handle situation which might have induced conflict or difficulties at workplace
 Outplacement Service	A hotline provides to staff for telephone counselling service within 3 months after resignation	Show caring of the company to help the former employees prepare for next career step to enhance the Corporate Social Responsibility
 Orientation	Brief introduction of EAP and get employees to familiarize with the program	Enhance employees' awareness of the program and provide information to them about accessing the services to increase their utilization
 Health Talk	Diverse topics to target different organization needs	Empower employees to incorporate what they have learnt and applied in their daily lives
 Quarterly Report	Interpret EAP usage and utilise the data to benefits organization as a whole	Track the employee usage of the program and identify area of concern
Optional Services	Program Contents	Advantages
 Training / Workshops	Customised training based on clients' needs and requirements	Empower employees to incorporate what they have learn and apply in their daily lives
 Critical Incidents	Provide relevant support to employees to cope with their physical and psychological symptoms caused by critical incident or trauma.	Assist employees to overcome difficult moments and to provide support to management team in developing strategies for recovery