

Hospitality  
Action

EAP

# Hospitality People. We've got you.

Our Employee Assistance Programme is the only scheme designed by the industry for everyone in the industry.




# What is an Employee Assistance Programme?

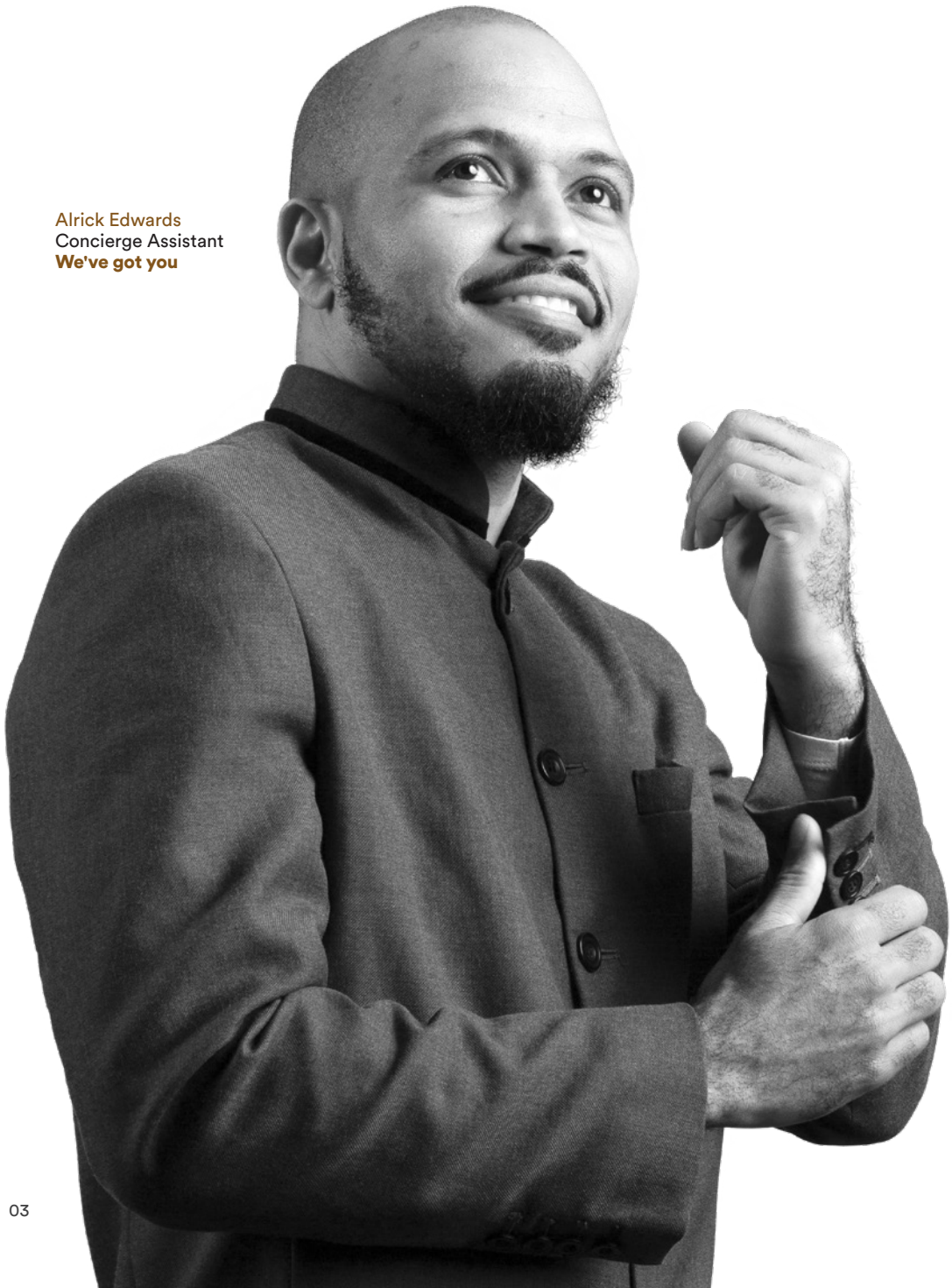
Personal issues and problems can have an impact on the way people work resulting in reduced performance, lack of focus and absence. This can lead to significant costs to a business not just in hours lost but in low productivity and an unbalanced working environment.

An Employee Assistance Programme – or EAP for short – enables employers to support employees with problems at home and at work and prevent these from escalating.

An EAP is a comprehensive suite of benefits and services that managers can purchase on behalf of their employees. Purchasing an EAP is a way for employers to help keep their teams happy, healthy, motivated and productive. Features typically include an assistance line, fact sheets and access to confidential and independent online, telephone and face-to-face counselling, legal, debt and money, and parenting advice.



Warren Hoile  
Catering Manager  
**We've got you**



Alrick Edwards  
Concierge Assistant  
**We've got you**

## Why choose Hospitality Action's EAP?

Hospitality Action's EAP was created by hospitality people for hospitality people, and already supports over 130,000 industry professionals.

Hospitality Action has over 180 years' experience of helping hospitality people meaning we are uniquely placed to understand and resolve the specific issues they face at work and in their personal lives. Our EAP has been tailor-made to support the industry we serve. It addresses key issues such as stress relating to long hours and split shifts; financial pressures stemming from lower pay and behaviours linked to alcohol, drugs, gambling or other addiction issues.

Our EAP supports industry professionals by providing specialist, independent and confidential advice, support and assistance.

Its range of benefits includes personal counselling, legal guidance, addiction support, debt advice, a financial wellbeing service, parenting helpline, elderly care helpline and a whistle-blowing service - all for an annual cost of just £5.50 + vat per employee plus a one off joining fee in your first year of subscription. Whatever the problem, we're here to help 24 hours a day, 365 days per year.

We also offer critical incident and trauma support. For example, we provided onsite psychological support to hospitality professionals after the Borough Market and Manchester Arena attacks.

Uniquely amongst EAP providers should a hardship grant be required by any qualifying recipients of EAP support we're able to point them towards our grant-giving team for consideration for a financial grant.

## Our EAP includes the following services:

### Advice and fact sheets

Via our WellOnline portal over 100 fact sheets covering a comprehensive range of health and wellbeing topics.

### Managerial Adviceline and managed referrals service

Providing guidance and advice to managers as they support a team member with a referral into the service (subject to an employee's consent).

### Parenting helpline

Topics covered include: pregnancy and birth, single parenting, shared parenting, and teenage challenges.

### Whistleblowing service

A confidential service giving employees the opportunity to report any work-related concerns to an independent third party.

### Money debt and benefits advice

Access to specialist support and advice about money, debt and benefits.

### Legal fact sheets and assistance line

Our WellOnline portal has a range of legal fact sheets covering both first stage employment and personal legal issues. Our legal helpline is also available 24/7.

### Counselling

Following an initial telephone assessment and where clinically appropriate we offer 6 hour-long sessions of telephone, online or face-to-face counselling.

### Assistance line, Live chat and email

24/7 365 service  
24/7 telephone assistance line supported by email and live chat.

### Addiction support

Expert help with alcohol, drugs, gambling and other addiction issues.

### Elder care

Support and advice on caring for an older relative.

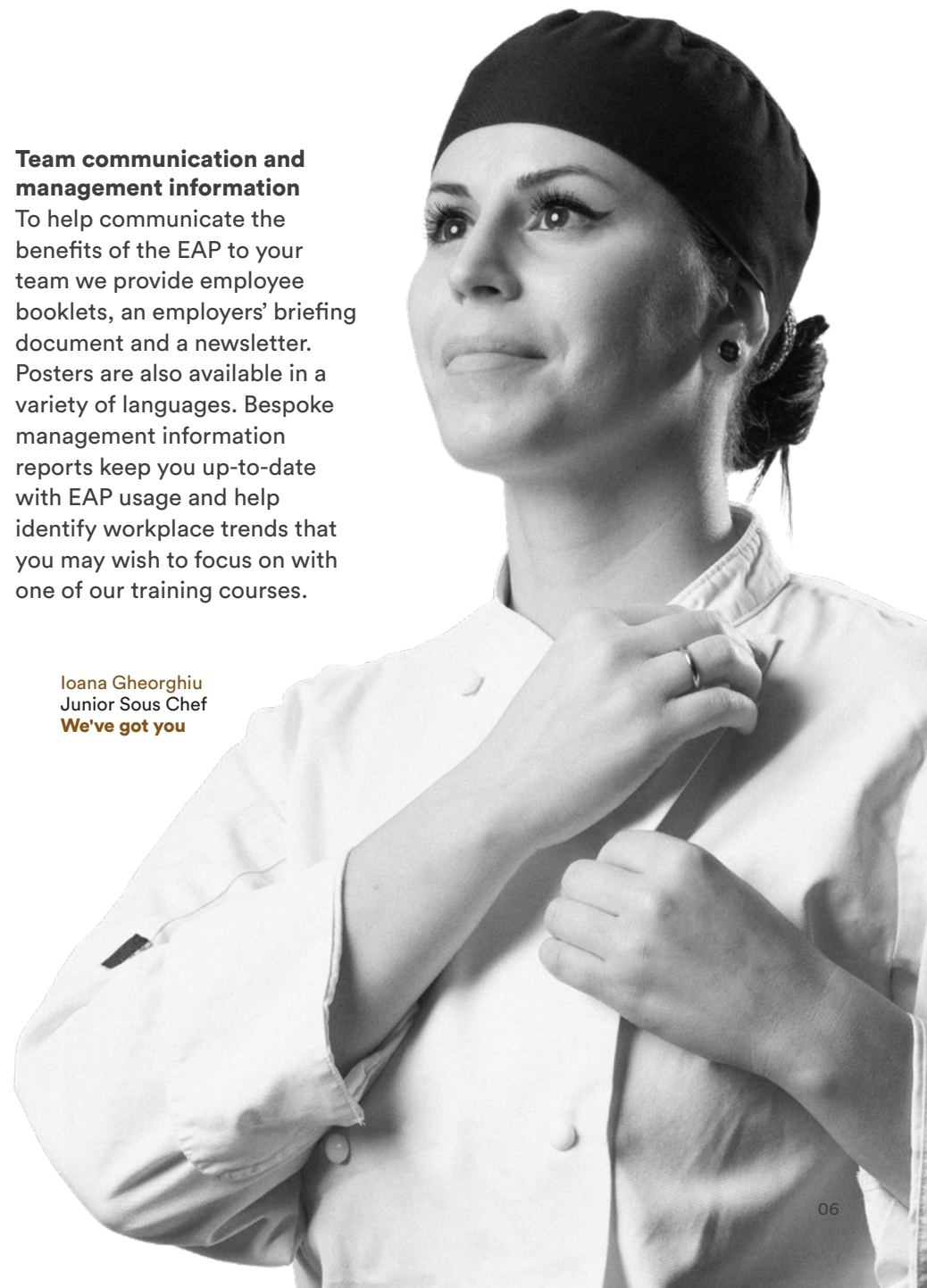
### Hardship grants

Where our eligibility criteria are met.

### Team communication and management information

To help communicate the benefits of the EAP to your team we provide employee booklets, an employers' briefing document and a newsletter. Posters are also available in a variety of languages. Bespoke management information reports keep you up-to-date with EAP usage and help identify workplace trends that you may wish to focus on with one of our training courses.

Ioana Gheorghiu  
Junior Sous Chef  
We've got you



## EAP customers also enjoy preferential rates on a range of additional services

Critical incident and onsite trauma support.

Mental Health Awareness training for employees and managers.

Mental Health Champions service.

Financial wellbeing training: courses available - early career; mid-career; and pre-retirement.


Respectful Workplace training for employees and managers.

Stress Awareness and Building Resilience training for employees and managers.

Mediation.

Find out more about some of the specialist services we offer here.

[hospitalityaction.org.uk/eap](https://hospitalityaction.org.uk/eap)



Linda Anderson  
Café Owner  
**We've got you**

# Here's a more detailed overview of some of our services

## Advice and fact sheets

We cover a comprehensive range of topics. The first port of call for your employees is our dedicated WellOnline portal which packed with over 100 fact sheets on all of the issues where we can offer support. This can be accessed from any device with complete anonymity.

## LiveChat

As well as the WellOnline portal, employees also benefit from live chat and our telephone assistance line, 24/7, 365 days a year.

## Legal information and guidance

Our WellOnline portal has fact sheets covering everything from divorce to motoring law to advice on legal disputes with neighbours and first stage employment law advice. We can also connect programme members to legal advisors via our legal helpline in partnership with Law Express.

## Money, debt and benefits advice

Debt problems are increasingly common in our industry. EAP members can access specialist support from our partner Payplan to diagnose their debt situation. They can also receive one-to-one telephone advice on debt recovery solutions including bankruptcy, IVA's and debt management plans. Advice on benefits is also provided by our partner Turn2Us. What's more eligible applicants will also be signposted to HA's grants programme where appropriate.

## Addiction support

Expert help with alcohol, drugs, gambling or other addiction issues. Along with debt, substance abuse is a common issue in the hospitality industry. We can signpost scheme members to relevant local NHS treatment services and support them in gaining abstinence. Once on the road to recovery we can provide counselling to remain abstinent and to get life back on track.

## Whistleblowing hotline

This enables an employee to report confidentially serious concerns they may have about potential wrongdoing in the workplace. Our service ensures that any issue is quickly reported to the employer to enable a quick and confidential resolution.

## Managerial Adviceline and managed referrals

We provide practical support to managers as they assist a team member with an issue. Areas where we can advise include: Dealing with employee addiction, Resolving workplace conflict, Supporting bereaved staff, Guidance on how our services help support good mental health for you and your team.

## Personal counselling

Where clinically appropriate and following an assessment, scheme members are eligible for a series of short-term solution-focused counselling sessions from a UK and Ireland wide network of highly

qualified clinicians either face-to-face, online or over the phone.

## Parenting helpline

Our specialist partner Nest provides telephone advice and where clinically appropriate face-to-face or telephone counselling to help parents or carers deal with a wide range of issues relating to the children in their care.

Mitchell Collier  
Duty Manager  
**We've got you**



# Frequently asked questions

You're an employer who cares about their team, but an Employee Assistance Programme sounds very complicated. Here we explain why ours is great for your team and your business.

## How do I support team wellbeing?

You may already know of employees struggling with pressures at home or work so it's definitely important to consider how best to support these employees.

## What exactly is the EAP?

Hospitality Action's Employee Assistance Programme (EAP) is an assistance line supported by a comprehensive care package of services and benefits that takes a holistic approach to employee welfare. Like the industry it serves, the assistance line is open 24/7 365 days a year and includes a translation service for over 170 languages.

The benefits available include access to personal counselling, legal guidance, addiction support, debt advice, parenting helpline, elder care helpline and a whistleblowing service. Uniquely among EAP providers should a hardship grant be required by any qualifying recipients of EAP support we're able to point them towards HA's grant-giving team for consideration for further support.

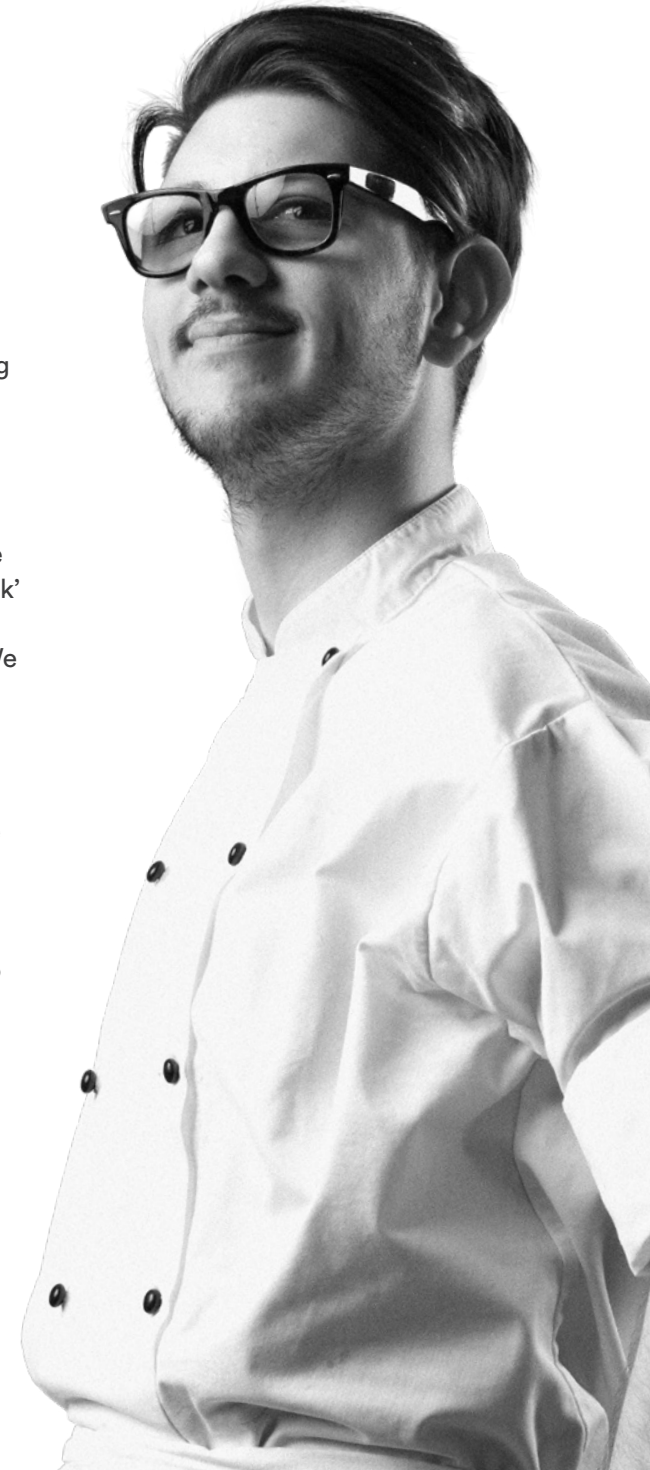
By introducing an EAP, you'll provide a comprehensive and confidential resource to support your employees' mental health and wellbeing helping them to focus on their job and preventing issues escalating in the workplace. This in turn builds loyalty to you as an employer. And all for just £5 + VAT per employee per annum, with a minimum fee of £250 plus VAT. A one-off establishment fee based on employee numbers is charged as part of your year one subscription.

## What makes a successful EAP?

One of the main factors influencing the success of an EAP is regularly communicating to the team the benefits of accessing the programme.

An effective launch generates interest, awareness and usage of the services so review all the options already available to 'talk' to employees online, face-to-face or via printed materials. We work closely with each client to suggest regular and varied marketing communications that highlight the positive outcomes of engaging with the EAP and don't just focus on the negative issues. Securing senior management support is also essential demonstrating to employees that your business is serious about caring for their health and wellbeing.

Sabino Mazzone  
Pastry Chef  
**We've got you**



# Frequently asked questions

## **Can the EAP help with issues like addiction, domestic violence and sexual harassment?**

Since launching the EAP in 2014, we've researched all challenges facing those who work in our industry. Whether drugs, alcohol, gambling, depression, bullying, harassment, anxiety, stress, illness, lack of work/life balance or financial pressure are the problem, we can help.

## **Will my young team really want to talk to someone rather than go online to find help?**

We've found that under-30s are just as likely as over-50s to want to talk to someone about the issues they are facing, and really value the coaching and advice that our assistance line counsellors can provide, 24/7.

## **What support can you offer if my business is affected by a traumatic incident?**

The EAP can provide onsite support for traumatic events such as a terrorist incident, the unexpected death of a guest or colleague or armed robbery. As an employer, you have a duty of care to protect employees from psychological harm as well as having consideration for their physical safety. Onsite support provides psychological first aid helping teams and their managers to cope.

## **How does the EAP support HA?**

Any surplus we make from the EAP is re-invested into HA's other programmes, for example, our Golden Friends Befriending Programme for industry retirees, or our Family Days Out scheme, which gives those on low incomes much-needed leisure time together. Joining the EAP really is a virtuous circle. Client companies not only support the welfare of their teams they also help us support the welfare of some of the most vulnerable people in the hospitality industry.

Ionela Leta  
Room attendant  
**We've got you**





If you'd like to know more call  
**0203 004 5500**  
or visit our website  
**[hospitalityaction.org.uk/eap](https://hospitalityaction.org.uk/eap)**

All prices quoted correct as of March 2020  
Please note a minimum subscription of £275.00 + vat  
applies for businesses with 50 or fewer employees.