



employee assistance programmes

from ICAS, Europe's leading EAP provider

ICAS customises employee assistance and well-being services to match your needs and nothing less. Since 1987 we have been providing world class 24/7 services through our fully managed UK and International affiliate networks. These include:

- telephone and face to face counselling
 - integrated case management
 - absence management
- expert account management teams

Just some of the reasons why 98% of our clients stay with us year after year.

Our leading edge relationship management process, coupled with innovative risk profiling, will highlight your key hot spots.

Our specialist consulting teams will work with you to design and implement solutions to protect your organisation.

With operations in 17 countries spanning six continents ICAS supports more than one million employees in over 600 companies worldwide, 24 hours a day 365 days a year.

*Wherever you are in the world
ICAS can support you.*

"We have worked closely with ICAS for 10 years in the UK. During that time we used the EAP, training and consultancy services and have recently implemented wellbeingworks™. In alignment with our corporate expectations, we have benefited from the consistently high standard of professional service that ICAS provides for our psychological wellbeing initiatives."

Chevron Corporation



Employee Assistance and Well-being programmes

Each programme is designed to provide the client organisation with qualitative feedback and strategic recommendations based on detailed analysis of utilisation.

Programmes typically include:

- 24 hour Freephone and email access
- ICASxtra – interactive online EAP service
- Telephone counselling
- LifeManagement™ information and research resource on a broad range of issues including Childcare, Eldercare, Legal and Financial concerns
- Face to face counselling
- Dedicated account consultancy
- Promotional and marketing materials
- Benchmarked Management Information
- Risk assessment feedback
- wellbeingworks™ – an online interactive health management tool

ICAS EAPs offer a number of unique features but above all else:

Your company and your employees will be safe. Market leading clinical protocols and safety management procedures ensure that the help and support we provide to your employees will protect them quickly at all times, especially during a crisis. The protection we give your employees will strengthen the safety of the organisation.

Employee Assistance for smaller organisations

The smallest organisations can have the greatest need of an Employee Assistance Programme yet many assume that EAPs are the preserve of large companies and the public sector.

ICAS has created a solution that blends the proven excellence of service with a more affordable cost. EAPconnect™ has been specifically designed for small and medium-sized enterprises.

EAPconnect™ gives a company six essential and high quality EAP elements:

- 24 hour Freephone access
- Telephone counselling
- LifeManagement™ information
- Face to face counselling
- Managerial coaching
- Promotional and marketing material

Each client receives an interactive CD-ROM that includes filmed briefings that employees can watch in their own time plus downloadable posters, leaflets and other literature to promote the service, which can be printed off as required.

EAPconnect™ has all the benefits of our classic EAP with a fast and effective administration process ideal for smaller businesses.

www.icasworld.com

info@icasworld.com

Radlett House, West Hill
Aspley Guise
Milton Keynes MK 17 8DT
United Kingdom
Tel: +44 (0) 1908 285200
Fax: +44 (0) 1908 285201

5/6 Park Terrace
Glasgow
G3 6BY
United Kingdom
Tel: +44 (0) 141 353 0555
Fax: +44 (0) 141 353 0645

"We have a successful working partnership with ICAS in fourteen countries across Europe. There are many linguistic, cultural and business challenges intensified by the sensitive issue of mental health, yet together we have developed an integrated and practical service that is valued by employees and leaders alike."
DuPont Europe

