

**FIRSTcall®**



*Employee support and counselling  
- when you need it*



## Employee support and counselling

By recognising and understanding organisational needs, we acknowledge that many companies require counselling services on an occasional basis.

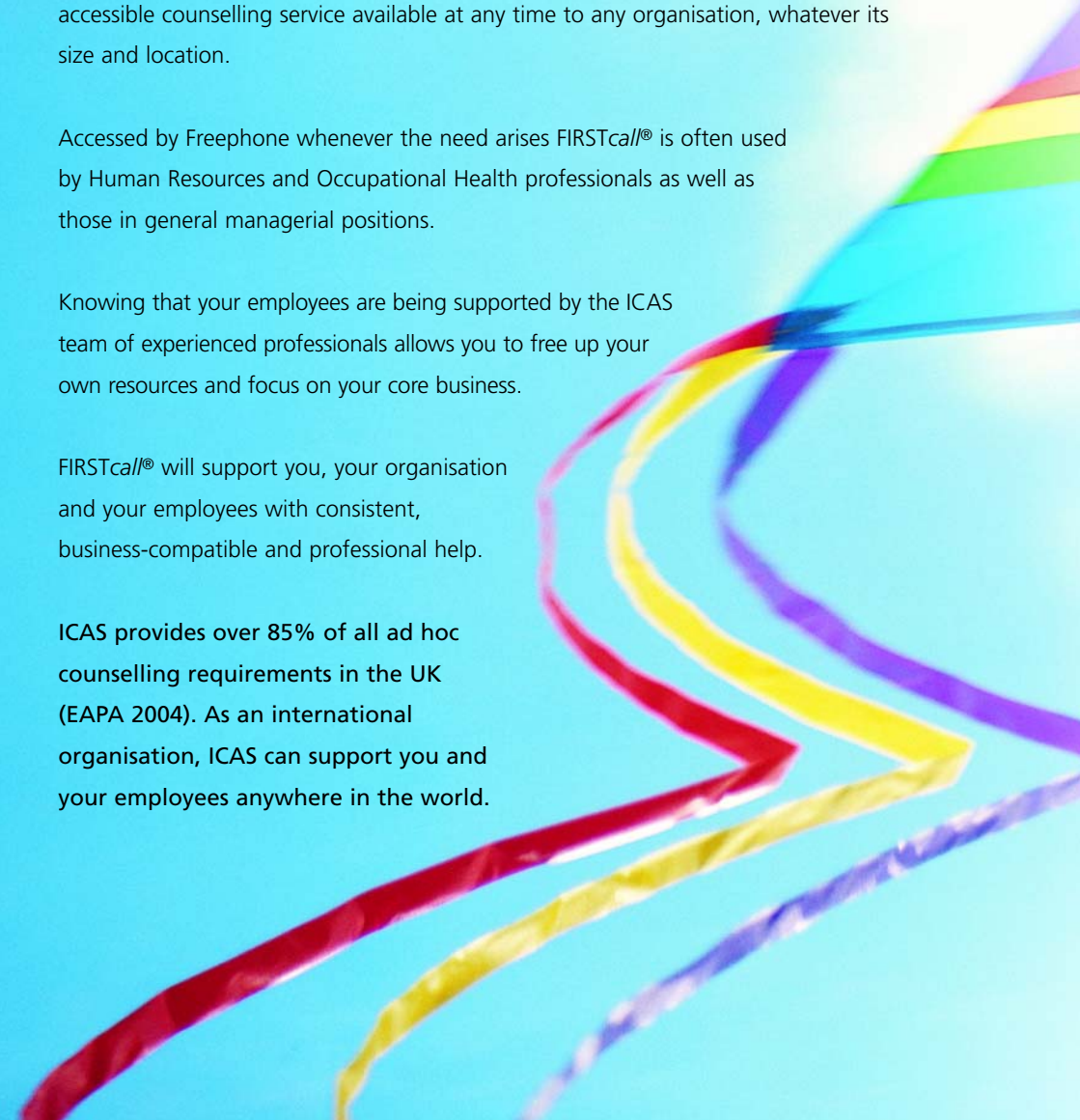
ICAS FIRSTcall® addresses this requirement by providing a cost effective, easily accessible counselling service available at any time to any organisation, whatever its size and location.

Accessed by Freephone whenever the need arises FIRSTcall® is often used by Human Resources and Occupational Health professionals as well as those in general managerial positions.

Knowing that your employees are being supported by the ICAS team of experienced professionals allows you to free up your own resources and focus on your core business.

FIRSTcall® will support you, your organisation and your employees with consistent, business-compatible and professional help.

ICAS provides over 85% of all ad hoc counselling requirements in the UK (EAPA 2004). As an international organisation, ICAS can support you and your employees anywhere in the world.



Just one telephone call to **FIRSTcall®** will give you free first-line advice from our qualified consultants who will guide you through the process of finding appropriate professional employee support for the issue you are facing.

## Benefits to your organisation

- Cost effective - the first telephone consultation is free then on a pay-as-you-use basis
- Minimises negative employee impact on your daily operations
- Effective, timely support and advice for groups or individuals both at work or counsellor's premises
- On-site support following a traumatic incident
- Helps meet Duty of Care obligations and compliance with HSE guidelines

## Benefits to managers

- Allows you to provide immediate and effective solutions
- Impartial professional support for situations outside current experience, or for more complex issues
- A considered assessment with recommendations for a plan of action
- Kept in control of the process, agreeing an action plan beforehand and receiving progress updates

## Benefits to your employees

- Immediate help to resolve personal and work related issues
- Support is professional, independent, confidential and impartial
- Reassurance your organisation values employees and provides a supportive culture

**FIRSTcall®** can help you through the process of managing issues such as:

- Poor timekeeping
- Irritability
- Lack of concentration
- Fatigue
- Erratic behaviour
- Inaccurate self assessment
- Lack of confidence
- Physical changes
- Absenteeism
- Tearfulness

Some of the frequent situations presented to **FIRSTcall®** include:

- Bereavement
- Substance abuse
- Financial matters
- Stress
- Fitness for work
- Work changes
- Traumatic incidents
- Relationship issues
- Bullying
- Absence

## Case study one:

### Industrial accident onsite

#### The situation

A maintenance worker was seriously injured by machinery resulting in horrific injuries. The incident was witnessed by several employees who supported the individual until paramedics arrived.

#### Action taken

The company's HR manager called the ICAS **FIRSTcall®** team to request immediate on-site post-trauma support for those witnessing the incident and for the HR and OH teams dealing with the situation.

Two trauma specialists were at the location within a few hours of his call. One specialist later returned on several occasions to support the 12 people involved. They were also given training in trauma responses and coping strategies.

#### The Result

The on-site presence provided immediate containment and support to the distressed employees. The specialists also supported those responsible for managing the situation in their professional roles. Feedback from those involved was very positive.

## Case study two:

### Stress at work

#### The situation

A shift manager had become increasingly anxious and stressed at work, resulting in long periods of absenteeism and the onset of depression.

#### Action taken

His HR manager arranged for a Fitness for Work psychological assessment to be carried out through **FIRSTcall®**. This revealed the shift manager to be a highly conscientious and meticulous perfectionist, making him prone to stress and anxiety when pressure built up around him. He also felt that workloads could be made more manageable by internal reorganisation. It was recommended that he undertake up to eight sessions of focussed face to face counselling.

#### The Result

After only four sessions, the shift manager had gained insight into how his personality traits contributed to his response to pressure. He was then able to identify coping mechanisms to alleviate his symptoms.

The company also introduced a number of changes to shift rotas and responsibilities, alleviating workloads not only for the shift manager but also for his colleagues. Since ending the counselling the shift manager has returned to effective full-time work.



Please send me more information on the following ICAS services:

- |   |   |
|---|---|
| <input type="checkbox"/> Managing Stress/Stress Audits  | <input type="checkbox"/> Dignity and Diversity              |
| <input type="checkbox"/> Employee Assistance Programmes | <input type="checkbox"/> International Assignments          |
| <input type="checkbox"/> Change Management              | <input type="checkbox"/> Coaching and Executive Support     |
| <input type="checkbox"/> Mediation/Conflict at Work     | <input type="checkbox"/> Vocational Rehabilitation          |
| <input type="checkbox"/> Substance Abuse                | <input type="checkbox"/> Managing Crises/Critical Incidents |
| <input type="checkbox"/> Reducing Absence               | <input type="checkbox"/> Counselling Helplines              |

Name ..... Job title .....

Company name .....

Address .....

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..... Postcode .....

Tel. .... Fax .....

Email .....

Please remove my name from your mailing list

FIRSTcal® counselling is an effective and sensitive aid to performance management and employee support

Bereavement • Work changes • Substance abuse  
Traumatic incidents • Financial matters  
Relationships • Stress • Bullying  
Fitness for work • Absence

For independent external support

0800 072 0057



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RESPONSE SERVICE  
Licence No MK1004

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## The **FIRSTcall**<sup>®</sup> process

Manager identifies the situation requiring support



Manager calls **FIRSTcall**<sup>®</sup> Consultant, 0800 072 0057 to discuss the situation



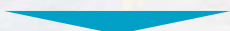
ICAS Affiliate Counsellor contacts the employee and fixes appointment



After first session, **FIRSTcall**<sup>®</sup> Consultant contacts Manager to discuss progress



Counselling progresses



**FIRSTcall**<sup>®</sup> Consultant informs Manager of close of situation



Invoice sent

## About ICAS

ICAS, established in 1987, is one of the world's leading providers of employee support and behavioural risk management services.

With expertise in all aspects of behavioural risk, ICAS provides companies and organisations with assistance and support on a broad range of issues that affect an employee's ability to perform at work.

World-class account management allows ICAS to provide specific data for companies to benchmark employee performance across multiple sites and counties, and to direct strategic interventions where necessary.

With operations in 17 countries spanning six continents, ICAS supports more than one million employees in over 500 companies worldwide, 24 hours a day 365 days a year.

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