

Employee Well-Being Programme Brochure



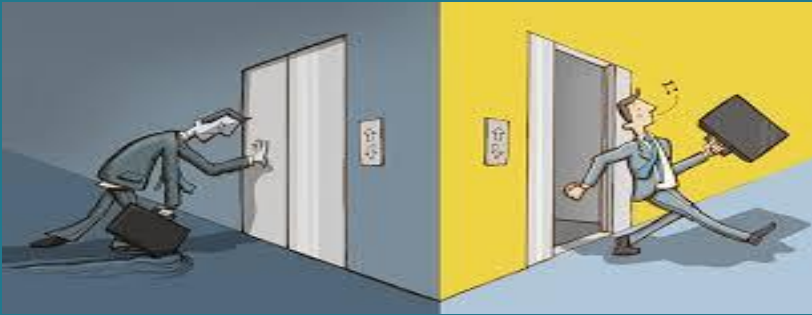
SYNAPSE SERVICES LTD:
Center for psychological
medicine



Contents

What is the EWP?	1
Aim of the EWP	1
Who can use the EWP?	1
Will anyone know I have used the EWP?	1
What does the EWP do?	2
The Need for an EWP	2
Cost Implications	2
The EWP Business Argument	3
How can the EWP help me?	4
EWP Resources for Management	4
The Synapse EWP Interventions	4
Family and Relationship Issues	4
Work-related issues	5
Health-related issues	5
What EWP service options are available?	5
When can I talk to an EWP Consultant?	6
The Synapse EWP Team	6

What is the EWP?



The Employee Well-being Programme is a programme developed to help organizations manage workplace related issues due to mental health, substance abuse, personal problems, and work-life challenges. The Synapse EWP services are strictly confidential and are designed to be accessible to all employees (including management).

Aim of the EWP

The overall aim of the EWP is to improve employee and organizational performance by identifying and helping employees deal work-life challenges in relation to organization's policy and EWP package.

Who can use the EWP?

The EWP can be used by a wide range of individuals across organizations and industries including employees and management.

Will anyone know I have used the EWP?



All contacts between you and the EWP is confidential. The reason for your visit is not included in your medical record or personnel file. No information can be reported about you or your use of the EWP to anyone without your written consent, except when required by law. However, management would have access to a report containing a list of members of staff who access the EWP service during a given period for accountability purposes, but this report would not contain the reasons why they used the service.

What does the EWP do?

The EWP provides intervention through individual/group counselling, psychotherapy, training and support to employees to address issues that impact the work environment directly or indirectly through:



- ❖ **Risk assessment**
- ❖ **Counselling, psychotherapy and support**
- ❖ **Stress and Anger Management Training**
- ❖ **Mental Health Intervention**
- ❖ **Alcohol and Substance Intervention**
- ❖ **Family and Personal support**
- ❖ **Management Assistance Programs**
- ❖ **Training and general assessment**
- ❖ **Lifestyle modification plans**
- ❖ **Crisis Management and Intervention**

The Need for an EWP



Because it is well understood that pressures on and off the job have an impact on the employer and employee's productivity and their families as well; these programs have the potential to decrease absenteeism, reduce medical claims costs, and improve employee productivity, recruitment, and retention.

More specifically, exercise programs and weight management are two examples that not only improve the health of employees, but bring about awareness of wellness issues and promoting a healthier lifestyle which benefits both employee and employer and to a larger extent, society in general.

Cost Implications

The EWP is an employer/group sponsored initiative as such it is of no cost to the employee.

The EWP Business Argument

The EWP service comes with a lot of advantages such as strict confidentiality, accessibility to every employee (including management) and their immediate family depending on the packaged agreed upon by the company. An EWP service also provides education for the employer and employee on how to cope with common workplace and family challenges.

EWPs have been reported to have a positive impact on organization's training and productivity and not only offers short term benefits to the employee, employer and the organization but also provides long-term benefits to all parties involved, some of the benefits of the EWP are:

- Improving productivity and employee engagement;
- Improving employees' and dependents' abilities to successfully respond to challenges;
- Developing employee and manager competencies in managing workplace stress;
- Reducing workplace absenteeism and unplanned absences;
- Supporting employees and managers during workforce restructuring, reduction-in-forces, or other workforce change events;
- Reducing workplace accidents;

- Reducing the likelihood of workplace violence or other safety risks;
- Supporting disaster and emergency preparedness;
- Managing the effect of disruptive incidents, such as workplace, injury, or other crises;
- Facilitating safe, timely, and effective return-to-work for employees short-term and extended absences;
- Reducing healthcare costs associated with stress, depression, and other mental health issues; and
- Reducing employee turnover and related replacement costs.

Although many might point to the cost of initiating such a program as a major demerit, the advantages of Employee Well-Being Program far exceed the disadvantages. In today's economy, rising health care costs are at the forefront of critical issues facing our population. These costs could be reduced by prevention strategies such as the EWP.

How can the EWP help me?



The EWP intervention is structured to reduce the stigma associated with seeking professional mental health care, by offering confidentiality. It is believed that when stigma is reduced people will seek help without fear, and will speak openly about challenges that could affect their work without fear. The EWP service can provide counseling, support and therapeutic intervention to help staffs deal with both work-related, family and life challenges.

EWP Resources for Management



The EWP consults with managers who are concerned about their staff. Use of the EWP by managers and employees is always voluntary. The EWP is a problem-solving program and can help employees function at their best.

EWP provides resources for management to enhance management skills, strengthen the workforce, increase worker productivity and promote workplace safety.

The EWP can also help address management's concern with changes in an employee's performance or an employee's attitude towards work that could be related to personal or professional challenges.

Synapse's EWP Interventions

We now have Seven years experience in delivering Premium Private mental health care in Nigeria and Our clinicians pride themselves in getting to know each individual as a person rather than having a generic approach to patient management.

Synapse's EWP interventions are designed to help you and your organization address the following issues but are not limited to:

Family and Relationship Issues

- Parenting and Caregiver Issues
- Family and Significant Relationships
- Career and Family Transitions (birth, marriage, school, work)
- Grief and Loss
- Human Development and Aging

Work-related issues



- Managing Conflict
- Time Management

- Assertiveness and Communication Skills
- Managing Financial Stress
- Motivation Enhancement
- Workplace and Personal Etiquette
- Retirement-Life Planning
- Stress Management (e.g work related stress, financial, marital, relocation, stress associated with a new promotion, returning to work etc).
- Organizational Change
- Problematic Termination
- Work Transitions
- Death of a Co-worker

Health-related issues

- Addictions (chemical and behavioural)
- Lifestyle modification
- Managing Mental Health issues (e.g depression, anxiety disorders, bipolar, schizophrenia etc)
- Self Care, child or elder care
- Health matters; weight, smoking and general fitness lifestyle or health problems.

What EWP service options are available?



The Synapse EWP service is confidential and flexible. It is tailored to meet your organization's well-being need. The most popular way we implement our EWP is as a third party contracted by the organization away from the place of employment. The popularity of this system is because of the need for confidentiality when using a EWP. It is believed that employees are more likely to take advantage of the EWP services if they know their confidentiality is better protected. However there are others ways we can provide a EWP service to your organization implementing a EWP which includes:

- **Internal Program:** here we provide a team that works from your organization to meet your employee and organization's wellbeing need.
- **Peer-Based Programs:** we provide organized education and training, assistance to troubled employees as a peer or co-worker training.

- **Consortia:** this option allows for smaller companies that may not be able to afford the standard EWP service to pull their resources together to contract with an EAP service provider. The approach helps to reduce cost per employee and is equally as effective.
- **Fee-for-Service Contracts:** This is more like the pay as you go system, where employers contract directly with the Synapse EWP service, only when employees need the services.
- **Fixed-Fee Contracts:** this is a customized service package where organizations pay a fixed rate/sum on the package based on a number of employees and regardless of how many of the employees use the EWP service.

The Synapse EWP Team

Our EWP team is made of over 50 Clinical Consultants, from multidisciplinary mental health sectors; including:

- Clinical psychologists
- Industrial/Organizational Psychologists
- Consultant psychiatrists
- Social workers
- Addiction specialists/counselors
- Counselors
- Personnel Management experts
- Psychiatric nurses and
- Support workers

Professionals on our team are skilled in corporate wellbeing, workplace stress management and ergonomics, addiction management, and lots more. All staff members have extensive experience, receive continuous professional supervision, and regularly participate in continuing education and training.

We are guided by the codes of professional conduct and standards established by The Nigerian Employee Assistance Professionals Association.

When can I talk to an EWP Consultant?



Employers and employees can consult with our EWP professionals Mondays through Fridays, 8am - 5pm to schedule an appointment at our EWP locations. We also offer confidential online consultations, risk assessment and resources through e-mail and telephone services 12 hours a day 6 days a week. Our Employee educational literatures and brochures are designed to provide self-help information to our clients and are available for download on our websites.

To schedule a confidential appointment with our EWP professionals, please contact:

For more information about partnership and other form of enquiries please

Visit our Website: www.synapseservices.org or send us an Email: info@synapseservices.org



- Synapse Mustard Centre: No. 10, Inuwa Wada Crescent, Off T.O.S Benson Street, Off Okonjo Iweala Way, Utako District, Abuja.
Tel: 0815 288 2329, 0816 392 2780

- Synapse Iris Unit: 1B, Olabisi Seriki Street, Beside Triple K Hotel, Majek Bus Stop Abijo, Lekki Epe Expressway, Lagos State.
Tel: 0908 569 5593, 0815 288 2329

- The Synapse Magnolia: No.60 Babaponmile Street, Onipetesi (former Punch) Estate, through Petcostars Filling Station, Mangoro Bus stop, Lagos State.
Tel: 0909 219 0476, 0815 288 2329

- Synapse Oak Unit: House 4B, Pita Ejiofor Street, off Road 1, Udoka Housing Estate, Awka, Anambra State
Tel: 0705 640 9297, 0815 288 2329