

# Employee Assistance Program - Leaders

## Employee Assistance Program (EAP)

### INTRODUCTION

The new Employee Wellbeing Support Program has started to be implemented worldwide! **Syensqo cares** about employee health and wellbeing (the program has also been added to the Syensqo Cares agreement, alongside maternity/paternity leave, disability insurance etc).

### Introduction to the New Employee Assistance Program

To provide easy, free and confidential access to mental health and other support services, Syensqo puts in place the Employee Wellbeing Support Program and guarantees the availability of the following individual services to the employee and the members of the employee's household:

- First confidential contact with a psychologist via multiple modalities (phone, mail, chat...)
- Five sessions (per distinct situation or issue) with a psychologist in the local or preferred language (face-to-face or virtually)
- Legal, financial, managerial and wellness orientation (relating for example to nutrition, tobacco, mindfulness, parenting...)

For more information regarding the new EAP, please refer to [this document](#).

### What to do as a leader

As a leader, you play a key role in taking care of the well-being of your people by maintaining a **positive and healthy work environment**. In addition to your initial support immediately, you need to reiterate the availability of the EAP services and encourage them to use it as appropriate.

- You need to closely **observe** your employees' work **performance and behavior over time** and **assist** employees, should they need any support/Report any issue related to and under the scope of EAP;
- If you notice a significant and/or prolonged **change** in an employee's behavior or performance, you may consider a **referral** to the service as an option.

### MANAGER SERVICES

As a leader, supervisor, or team leader your employer expects you to handle a lot of responsibility at work, whilst also balancing personal and family obligations. To support you with these challenges your **Manager Assist** service is available to provide free, confidential information, referrals and coaching. You can access the Manager assist service through the standard WPO contact point, either via the call or the app [Iconnectyou](#).

### Management Referrals

- WPO offers formal and informal processes for company managers and representatives to refer their clients to the EAP for appropriate clinical services.
- Company representatives are generally clients in Human Resources or Occupational Health.

### Manager Consultation

- Managers can benefit from the expertise of our counselors. **Manager Assist** is a highly specialized service for managers that includes expert advice in handling difficult and complex employee matters.
- These consultations are available to provide guidance regarding issues affecting individual behaviors that are impacting not only employee and team performance, but the entire department.

### HOW CAN YOU HELP THE EMPLOYEE

The majority of referrals to the program are employee self-referrals. But **sometimes people need a little assistance from their managers**.

When should managers refer an employee?

- Help an employee solve a work or personal problem that interferes with work performance;
- Protect and keep the employee and others safe from harm;
- It is cost effective - lost productivity, accidents, absenteeism, lawsuits and disability claims cost companies billions each year;
- Makes you an effective manager with less stress;
- The employee will receive assistance from a qualified professional.

## FOR MORE DETAILED INFORMATION ON THE **EAP** BELOW

If you are new to Syensqo's Wiki space, you may need to link your Google Drive in order to see embedded documents.

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### Support Material

- [Ensure Mental Health and Wellbeing at Work](#)
- ["How are you really doing?" - Article on The Hub](#)
- [Leader's Insights about Wellbeing](#)
- [Addressing an Employee's Well-being Actively](#)
- [Welcoming a Private Life Event of an Employee](#)