



Mission statement for in-company Employee Assistance Program

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Scope

Employee Assistance Programmes (EAP), whether in-house or by an external provider, are an area of expertise of social work. It is guided by the company's goals and guidelines. EAP is part of a company's corporate culture, social responsibility and health management. It is at the company's discretion which specific tasks an Employee Assistance Programme covers.

Goals and benefits of EAP

- EAPs support the company in fulfilling its duty of care as defined by the Swiss Labour Law and in safeguarding the protection of personal integrity in the workplace (bullying, sexual harassment, discrimination and violence).
- They make a significant contribution to maintaining, restoring and promoting the psycho-social health of employees through early counselling and support.
- They improve the well-being of employees and maintain, promote and improve employee's motivation and performance through their interventions.
- They promote a positive work environment by clarifying differences of opinion, misunderstandings and conflicts.
- They make the company's social responsibility tangible and visible and positively influences the corporate culture.

- They are responsible for the reintegration process of sick and injured employees in complex situations and thus contribute to reducing absences and their costs, but also absenteeism.
- They support supervisors and HR specialists by providing specific counselling for employees with workplace or private problems.

Target groups

In-company EAPs are aimed at:

- Employees at all hierarchical levels and their families
- Supervisors and HR professionals
- Apprentices and pensioners

Areas of responsibility

- Counselling, coaching and support for employees in difficult situations at work, with health and financial problems or other concerns in their private lives.
- Advising, coaching and supporting supervisors and HR professionals in challenges with psychosocial and similar issues in their teams, in early detection and early intervention, and with process responsibility in the Case Management process.
- Participating in prevention (e.g. concepts and training), health management, managing a support fund and organising events for retired former staff.

Working methods

In-company EAPs work within the framework set by the company according to methodical and ethical principles of social work as a profession, using up-to-date means and tools. They also use the internal communication channels and structures. In-company EAPs have no authority to issue directives, and assume a mediatory role in internal matters of the company. They consult internal and external sources or offers of assistance or refer to them.

Obligation of confidentiality/ data protection

EAP staff are bound to secrecy about professional and business matters which, by their nature or by virtue of legislation, must be kept secret. Generally, this is highly sensitive information in the spirit and purpose of the Data Protection Act. The obligation of confidentiality and of maintaining business secrecy continues to apply even after terminating the employment relationship.

Positioning within the company

The in-company EAP operates independently. It is usually either part of the company's human resources department, a staff unit of the company management, or an externally provided service. It regularly raises awareness of its services and ensures that they are needs-based and as easily accessible as possible.

Access

Employees make use of the service of their own initiative and/or by instruction by the company. The service is financed by the company and is free of charge for the employees.

Reporting

The company's EAP regularly informs the company about its activities, e.g. by means of annual reporting. It points out problematic processes and structures and makes suggestions for improvement. It ensures that no conclusions can be drawn about individuals.

Profile of qualifications

EAP staff have a degree in social work and usually a specialisation in coaching, mediation, Case Management, etc. They undergo continuous training in the field.



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