

# Employee Assistance Programme

Effective Date: 18/7/2019

Amended:

## 1. OBJECTIVE

- 1.1 This policy, procedure and control are set in line with the University's policy to regulate and administer all confidential access to professional assistance under the Employee Assistance Programme (EAP).
- 1.2 The objective of this provision aims to assist staff members to deal with their personal and/ or work related problems/ issues that may affect their work performance, health, mental and emotional well-being, which includes stress, emotional distress, family problems, health issues, financial problems and personal problems.

## 2. ELIGIBILITY

2.1 The EAP is extended to all tenured and full-time contract staff members of the University. Family members of the employees are not included in this programme.

2.2 The University provides the eligible staff members with two (2) levels of confidential access to the professional assistance:

- 1st Level Employee Assistance – 24/7 Emergency Hotline Support
- 2nd Level Employee Assistance – Therapy and Counselling

### 2.3 1st Level Employee Assistance – 24/7 Emergency Hotline Support

2.3.1 The 24-hour Emergency Hotline (018-3893220) serves as a Psychological First Aid (PFA) to staff members during a time of crisis (accident, death and etc.) to ensure staff members' safety, comfort and that any staff member is not at risk before he/ she is referred to further professional care.

2.3.2 The language supported are English, Bahasa Malaysia, Mandarin and Cantonese according to the caller's preference. The staff member may choose his/ her preferred language to speak with a counsellor.

2.3.3 The Hotline is managed by independent professionals and the staff member's profile will be treated with strict confidentiality.

### 2.4 2nd Level Employee Assistance – Therapy and Counselling @ Sunway Medical Centre

2.4.1 A staff member may be recommended by the counsellor to undergo therapy and counselling session(s) with a psychologist at Sunway Medical Centre (SunMed).

2.4.2 The Company will cover the charges of GP consultation, therapy and counselling session with SunMed Psychologist up to **eight (8) sessions (1 assessment + 7 follow-up sessions)**.

2.3.5 The therapy and counselling at SunMed will be handled with strictest confidence and no names will be revealed in the inter-company billing process.