



## **Employee Assistance Programme**

Sunway University is committed to supporting staff welfare and wellbeing and has put in place the Employee Assistance Programme (EAP) which aims to assist employees in dealing with personal and/or work-related problems or issues that might affect their work performance, health, mental and emotional well-being; including but not limited to stress, emotional distress, family problems, health issues, financial problems and other problems of a personal nature.

Sunway University provides its employees with confidential access to free-of-charge professional assistance via the "Psychology First Aid (PFA)" platform during a time of crisis. The platform is managed by independent professionals and the employee's profile will be treated with strict confidentiality.

At the first level of employee assistance, an employee can contact a professional counsellor at the 24/7 Emergency Hotline (018-3893220) either through a telephone call or text message. The Hotline serves as a Psychological First Aid (PFA) to employees during a time of crisis to ensure their safety and comfort and also to ensure that an employee is not at risk before he or she is referred for further professional care. At the second level of the employee assistance program, an employee may be recommended by the counsellor to undergo therapy and counselling session(s) with a psychologist. For more information, please contact the Human Resources Department.

This policy was introduced on 18 July 2019.