



ILRI

INTERNATIONAL
LIVESTOCK RESEARCH
INSTITUTE

EMPLOYEE ASSISTANCE PROGRAMME FOR ILRI



MAY 2021

THE ICAS EAP SUMMARY

Our EAP services are consistent with our brand as a sign of depth, quality and value developed over thirty years of service excellence in organizations across all sectors of the local and international economies.

We have the capacity to effectively provide EAP services to ILRI's diverse employee populations across the counties.

ICAS Kenya is part of ICAS International – the world's leading provider of Behavioral Risk Management services to the business community.



THE ICAS EAP SERVICES



Counselling & Advisory Services:

- Professional Telephonic Counselling 24 / 7 / 365 (Toll Free Line)
- Online counselling and instant chat functionality
- SMS/WhatsApp Number
- Call-back Office Line



Face-to-Face Counselling Services:

- Offsite: close to work through local networks
- Onsite: where contracted or clinically appropriate
- Self, professional or managerial referral



Critical Incident Processing & Recovery Services:

- On and offsite CI PR
- Critical Incident Stress Debriefing (individual & group)
- Trauma Counselling



Life Management Services:

- Available vial telephone and online
- Money management plus guidance and support
- Legal information, guidance and support
- Family Care information, help and support



Managerial Support Services:

- Managerial Consultation (digital & online)
- Managerial Referral (Formal & Informal)



Programme Management Services:

- Locally Based Client Relationship Manager



Online Services:

- eCare Online – Mobile App
- Health Risk Assessment
- Wellness Challenges

Typical counseling issues

- Stress
- Relationships
- HIV/AIDS
- Depression
- Trauma
- Burnout
- Anxiety
- Health Issues
- Substance Abuse
- Family Matters
- Conflict
- Change
- Abuse
- Work Issues
- Diversity
- Bereavement
- Alcohol and Drugs
- Rehabilitation
- Work challenges, eg bullying and harassment

PERSONAL SUPPORT CHANNELS



- Unlimited Calls on Toll Free Line- **0800720450**



- Online booking system.
Booking.totalwellness.co.ke/chat



- SMS/WhatsApp Number
254724560100



- Callback office line
+254722092553



- Support Email Address –
support@icas.co.ke

ICAS



ONLINE BOOKING PROCESS



e-Care Services

Health and wellbeing portal

Unlimited access to
On-line EWP Services

- Personal profiling and Assessment.
 - Personal details
 - Work /your productivity
 - Your medical conditions
 - Your health Interests.
- Behaviour Change Modules.
 - Health Tracker** – Tool to track various parameters such as smoking, weight, exercise, etc
 - Interactive Calculators** – many health and wellbeing calculators
 - Interactive Insights** – combination of information, self-assessments, FAQs, printables, etc



- Ask-the-Professional Services.
 - Ask the doctor**
 - Ask the dietician**
 - Ask the personal trainer**
 - Ask the counselor**
- Health and wellbeing Portal
- Access to weekly e-mails on, health and wellbeing resources as well as print materials



THANK YOU

CONFIDENTIAL, IMPARTIAL, PROFESSIONAL

