

HELP EMPLOYEES WITH ADVICE, RESOURCES & THERAPY (NUSHeart)



PHONE
800 130 1950
(24/7 Singapore Toll-Free)

+65 6692 0848
(Reverse charge number when calling from overseas i.e. staff members will leave their contact details with WPO so its counsellors can return call. Staff members will need to pay international calling fee for that few seconds when they contact WPO via this number)

EMAIL
support@resourcesforyourlife.com

ONLINE CHAT
<http://www.resourcesforyourlife.com>
(Log in with password: NUS)

Important Note

Staff member will need to identify themselves as a NUS staff and provide the required information to the counsellors/consultants prior to consultation sessions or when scheduling consultation appointments. The counsellors/consultants are bound by professional standards regarding confidentiality and does not disclose details of individuals who have contacted the service.

Introduction

1. The University has engaged Workplace Options Asia Pte. Ltd. (WPO), an independent external consultancy, to offer emotional, practical and physical wellbeing support to our employees under the programme name – **NUSHeart** (**H**elp **e**mployees with **a**dvice, **r**esources & **t**herapy).
2. WPO is staffed by professionals who are completely independent of NUS. They are bound by professional standards regarding confidentiality, and do not disclose details of individuals who have contacted the service.
3. The NUSHeart programme consists of confidential assessment and short-term, solution focused counselling or consultation services, which may include referrals to external community or private agencies. These sessions are held away from the workplace at a time and location convenient to the staff.

Lunch Time Talks

4. As part of the NUSHeart Programme, we have partnered with WPO to conduct a series of informative lunch time talks on physical and mental well-being on a regular basis. More information on past talks can be found [here](#).
5. Staff members may also check out more information on physical and mental well-being tips via <http://www.resourcesforyourlife.com> (log in with password: NUS).

Frequently Asked Questions (FAQs)

6. To help staff members understand more about the NUSHeart Programme, we have prepared the following list of FAQs.

a) What is the NUSHeart (Help employees with advice, resources & therapy) Programme?

The NUSHeart Programme offers employee well-being solutions and consists of short-term, solution-focused counselling or consultation sessions by trained professionals in Workplace Options (WPO). The counsellors/consultants seek to assist staff members and their dependants resolving work-life challenges.

The WPO team has psychologists trained overseas and locally. Their qualifications are from tertiary institutes and are accredited by the psychological societies in the respective countries.

b) What does the NUSHeart Programme cover?

The NUSHeart Programme can provide support on a wide range of work and personal issues:

Wellness Advice

Helps staff members achieve better work-life balance, learn strategies and tools to succeed, and learn other skills to develop holistic sense of wellbeing:

- Pursuing personal interests
- Maintaining physical health

Work-life Resources

Helps staff members to “outsource their to-do lists”, including personalised research and resources on topics such as child care, elder care, daily life, financial and legal matters:

- Referrals to local financial or legal resources
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Counselling Therapy

Helps staff members address emotional and behavioral problems including stress, depression, anxiety, marital/family relationships, alcohol/substance abuse and dependence, and other mental health issues:

- Improving relationships
- Parenting
- Couples' support
- Managing stress
- Managing life changes
- Career success
- Surviving the loss of a loved one
- Improving esteem and confidence

c) How does the NUSHeart work?

24/7 Accessibility and Availability

The NUSHeart Programme ensures a safe and effective avenue for staff members to deal with their work-life concerns. Access to the Programme is available 24 hours a day, 7 days a week. Every effort will be made to schedule appointments in a timely manner and at a convenient location.

Modes of Access

Counselling and consultation sessions may be conducted face-to-face or virtually (video, phone or online chat).

Full Confidentiality

Access to the NUSHeart Programme and meetings with counsellor or consultants are fully confidential and can be conducted off site. No personal information from your record will be released without your written consent.

Participation

Participation is voluntary and staff members who desire to use the service only need to call, email or log in to [WPO's website](#) to be in immediate contact with a consultant.

Alternatively, the NUSHeart programme may be offered to staff members if through the course of work, the Reporting Managers or colleagues become aware that the staff member is having personal problems.

Participation in NUSHeart does not preclude staff member from disciplinary action if the problem has resulted in poor performance.

d) When to use NUSHeart?

- i) If the staff member has tried to solve the problem and his / her strategy is not working.
- ii) If the situation has become a focal point in the staff member's life, causing anxiety, disappointment or sadness.
- iii) If the situation is affecting the staff members' relationships negatively e.g. distrust, feelings of rejection.
- iv) If the situation is affecting staff members' work performance e.g. tardiness, absenteeism, loss of concentration.

e) How does a NUSHeart consultation session look like?

A consultation is conducted with the aim of:

- i) Identifying the problem (work or personal)
- ii) Uncovering causes (problem finding)
- iii) Dealing with issues (develop action plan)

f) What is the staff member's eligibility under NUSHeart Programme?

Staff members are generally entitled to 5 counselling/consultation sessions per year under NUSHeart, counting from the first consultation of the specific case or issue. The 5 counselling sessions may take the form of a scheduled face to face, phone and/or online appointment.

Dependents may also seek counselling/consultation services under NUSHeart (excluding minors less than 8 years old) within the 5-session eligibility.

Sessions that are cancelled by staff members / dependents at least 24 hours before the scheduled appointment are not computed in the utilisation. However, a missed appointment or an appointment that was cancelled within 24 hours from the scheduled appointment will count as one session.

Such missed sessions shall be followed up by WPO, who will reschedule the appointment and make every effort to resolve the staff member's concerns.

For continuation purposes, employees may also request to continue their sessions with WPO beyond 5 sessions, and typically the cost will be borne by the employee at \$275 (subject to GST) per session, unless WPO has explicitly communicated to the employee that they can continue at no extra charge based on circumstances.

If WPO counsellors deem that longer term treatment may be more useful, they may also refer employees to community agencies or other professional services.

g) What can NUSHeart Programme do for Reporting Managers?

It provides Reporting Managers with an avenue for consultation and advice in dealing with managerial issues like:

- i) interpersonal conflict
- ii) individual motivation
- iii) unhealthy group norms
- iv) team building
- v) personal leadership

The manager will have the choice of phone or face-to-face sessions. Each session may last for 30 min.

h) Will HR / my Reporting Manager know if I go for NUSHeart programme?

No. A staff member who has used the service will not be disclosed to HR / Reporting Manager, unless with staff member's explicit consent. However, exceptions may be made where there is a risk of life or serious damage and the staff member's family are not contactable.

Staff members may request for a Saturday session if they are concerned about taking leave on workdays to attend NUSHeart sessions.

The University only receives aggregated statistical management reports on general usage; no information will be provided about staff member's individual identity.