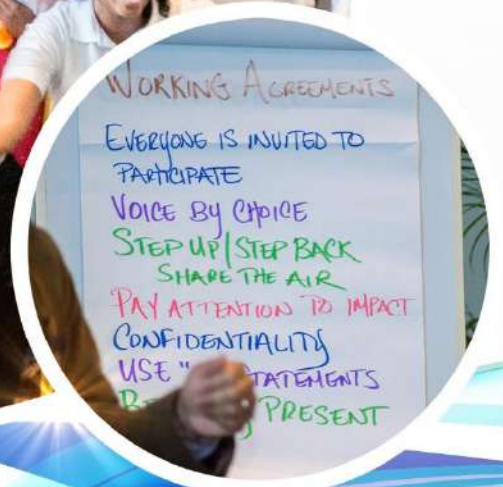
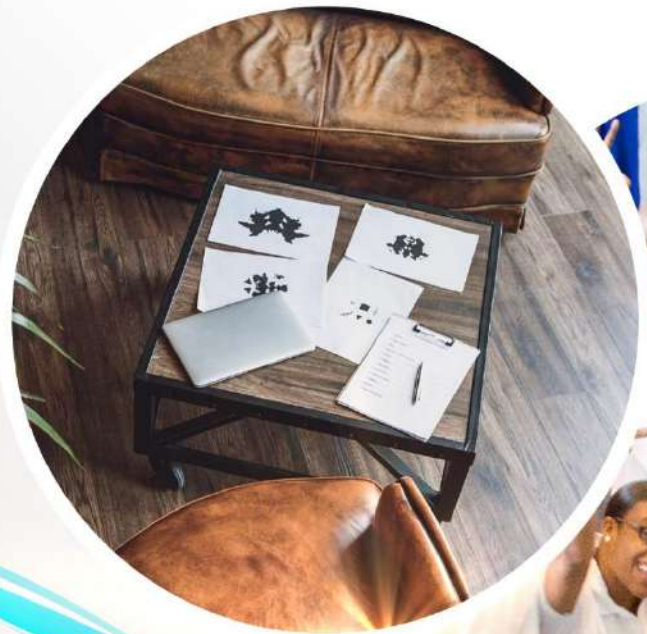




The Centre for Human Development Limited

Strengthening Families, Building Communities, Developing Minds

Employee Assistance Programme (EAP)





**The Centre for
Human Development Limited**

Strengthening Families, Building Communities, Developing Minds



**The Centre for
Human Development**

Strengthening Families, Building Communities, Developing Minds

EMPLOYEE ASSISTANCE PROGRAMME (EAP)

TCHD LTD offers high-quality and professional psychotherapy to adults, adolescents, couples, groups and families.

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04-09

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**The Centre for
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Strengthening Families, Building Communities, Developing Minds

TCHD LTD

EXECUTIVE SUMMARY



THE CENTRE FOR HUMAN DEVELOPMENT LIMITED

WITH WHOM DO WE WORK?

Our team provides services to Children, Adolescents, Adults, Couples, Families, Groups & Employee Assistance Programme. We help you develop an understanding and acquire tools that will enable you to lead more fulfilled, balanced, and rewarding lives.

OUR COMPREHENSIVE SERVICES INCLUDE THERAPY RELATED TO

- Trauma & PTSD
- Anxiety
- Depression
- Group Therapy
- Couples Therapy
- Child and Adolescent issues
- Eating Disorders
- Addictions/Substances
- Anger Management
- Phobias
- Grief & Loss Life Transitions
- Family Issues
- Marriage Therapy
- Career Counselling & Coaching
- Assessments

We are a full-service, **Trauma Based, Psychological, Counselling, Mental Health**, private practice based in Trinidad and Tobago and the Caribbean. We help clients make true, meaningful, and mindful choices about their lives. We believe that therapy can provide a great platform to nurture personal growth and development. In a comfortable atmosphere, our therapists provide a highly person-centered approach designed to your individual needs.

The individuals, families, and companies (EAP) we serve have complex needs. The clinical team is well-trained and qualified in various, effective evidence-based techniques to ensure the best is given to all our clients. They are passionate about their profession and always improve their skills. Our clinicians provide high-quality professional and compassionate service.

With three locations in Trinidad (South, East, and West) and one in Tobago and now with our full **ONLINE PLATFORM**, we can provide safe and private therapeutic services to you whether in Trinidad and Tobago, the Caribbean, or anywhere in the world. The therapeutic bond is critical to us. If at any time you feel you would like to consult with another therapist within our practice, this can be arranged.



ABOUT US - OUR COMMITMENT

The Centre for Human Development Limited is committed to delivering social, psychological, and counselling services locally, regionally, and internationally. Our distinct belief is that those we serve are in the greatest position to chart their course and take control of their lives. Our commitment to you is to utilize our most skilled practitioners to deliver services to you utilizing best practices, person-centered, and solution-focused modalities.

VISION

The Centre for Human Development Limited will become Trinidad and Tobago's premier Social Service Agency, serving Children, Families, and the Community, determined to develop human capacity through continuous training and development.

MISSION

Our mission is to facilitate continuity of care by strengthening families, building communities, and developing minds in an environment that fosters healing through solution-focused, person-centered practices.

CORE VALUES

Every Person Will Be Treated with Dignity and Respect

No person will be made to feel inadequate or “less than”, in any way. Every issue or situation will be treated with the level of dignity and respect it deserved.

Confidentially Above All

Every person, every case, and every situation will be treated with the utmost level of confidentiality afforded by law and with the level of ethics that govern our profession.

Advocacy

No, is not an option, we will use our influence and knowledge to improve social conditions, expand community outreach, and develop resources for our families and communities.

High Standards Set

We will set, meet, and surpass the highest standards for all of those whom we serve, along with the highest levels of business ethics, morals, and responsibility.

Solution Focused

The Centre is committed to Solution-Focused Services, utilizing proven evidence-based competencies and abilities to move the individual and the family or community forward.



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TCHD EAP



TCHD EAP INTRODUCTION

TCHD desires to provide a comprehensive, off-site EAP for all employees, and their dependents. The family is broadly defined by TCHD including domestic and life partners, relatives, and others. The TCHD EAP policies regarding family members are

inclusive rather than exclusive.

The scope of the program includes diagnosis, referral, and problem-resolution sessions for any issue. TCHD's plan includes also specialized organization training and development, leadership coaching, psychological testing services, and financial management counselling.

TCHD serves a wide range of clients across all industries, with an extensive history of providing high-quality and personalized services designed to enhance the organization at all levels. TCHD is an exemplary industry leader with quality customer service, innovative programme delivery, and affordable pricing.

THE TCHD EAP AND BENEFITS OVERVIEW

Wellness, mental health care management, and cost containment comprise the foundation of all TCHD's products and services. TCHD is a flexible, extra mile, and "high touch" company with a level of professionalism our clients applaud. Some benefits we can offer your employees in managing life's complex demands:



| | |
|---|---|
| LUNCH AND LEARN SEMINARS | TCHD's Lunch 'n' Learns are lively, stimulating, and interactive. |
| COUNSELING | Assessment, referral, and short/ long-term problem resolution. |
| HELPLINE 24/7 | For urgent after-hours help, TCHD is available. |
| STAFF ORIENTATIONS | Face-to-face meetings plus orientations delivered online via Webinars. |
| CRISIS MANAGEMENT & TRAUMA INTERVENTIONS | A humanistic benefit, this is an important cost-containment feature of the EAP, assisting in preventing the debilitating residual effects of stress, shock, and trauma. |
| UTILIZATION REPORTING | Monitors EAP usage provides feedback to the employer and facilitates robust employee utilization. Delivered online with the highest security standards. |
| ACCOUNTABILITY & SATISFACTION | An employee's progress is followed until treatment is complete or declined. High-risk cases receive a special level of accountability and tracking. |
| ELIGIBILITY | All employees and household or family members are eligible. |
| ACCESSIBILITY | One phone call to TCHD initiates a seamless delivery of service. |
| CONFIDENTIALITY | A TCHD hallmark. The strictest standards and security are maintained, for client satisfaction and benefit. |



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TCHD LTD

ABOUT THE EMPLOYEE ASSISTANCE PROGRAMME



The **Employee Assistance Programme or EAP** is a structured, clearly defined work-based programme designed to improve performance by providing psychological and organisational support to the management and staff of an organisation. Utilising strengths-based approaches, TCHD provides a confidential and professional framework that builds employees' functioning as a professional and a person. A core theme of the EAP is highlighting the work/life balance whereby the need to attend to issues at both the home and the workplace requires a clear strategy on the part of the employee while being augmented by support systems. The **Employee Assistance Programme or EAP** is a structured, clearly defined work-based programme designed to improve performance by providing psychological and organisational support to the management and staff of an organisation. Utilising strengths-based approaches, TCHD provides a confidential and professional framework that builds employees' functioning as a professional and a person. A core theme of the EAP is highlighting the work/life balance whereby the need to attend to issues at both the home and the workplace requires a clear strategy on the part of the employee while being augmented by support systems.

While individual and family services underscore the importance of the individual employee (with accompanying dependents such as family members), the organisation, as an entity, is provided with a strong organisational development model through training and guidance. These two levels of the EAP work together in conjunction with the organisation's strategy and specific mission, vision, and objectives.

The issue of employee well-being is a central component of organisational functioning and excellence. The employee forms the bedrock of an organisation's productivity; and, in essence, is directly responsible for how well an organisation performs. Thus, linking the employee to the organisation is a critical function of the EAP service, whereby the employee's well-being is seen as being symbolic of the organisation's success.





Some of the issues that the EAP would attend

- Workplace stress
- Trauma (workplace, home, and community)
- 24-Hour Crisis Management System
- Transitions – Layoffs, retirement
- Family and other relationship issues
- Substance Abuse and Alcoholism
- Grief and Loss
- Bullying in the Workplace
- Financial Service Management
- Organization and Staff Development
- Performance Management System
- Conflict Resolution and Mediation

Benefits of our Employee Assistance Program

- Represents a first-line response to providing prevention, triage, and short-term problem-resolution services within an organisation. It is a valuable employee benefit, especially when properly promoted and communicated, which
- Emphasizes early intervention when confronting a variety of work/life issues;
- Encourages employees and managers to take action early rather than later;
- Offers easy access to professional and confidential assistance; is typically offered at no charge to employees or their immediate household family members.
- Addresses personal problems that are often not covered by any other benefit programs, such as relationship problems, occupational problems, bereavement, child and elder care concerns, legal and financial difficulties, etc.





ACCESSIBILITY

Employees may access the EAP voluntarily or at the request of a supervisor, manager, or Human Resources personnel. Management is trained to identify employees with behavioural and/or job performance problems and may benefit from an EAP assessment. They are also instructed on how to use the EAP for supervisory referrals.

Whether self or management-referred, one phone call to TCHD initiates a seamless service delivery. The EAP counselling benefit is easily accessed with convenient appointment scheduling and office locations or at your office locations.

CONFIDENTIALITY

Critical to the success and high utilisation of any EAP is the confidence employees have in the privileged nature of their communication. The highest standards of ethical and professional conduct dictate all communication of privileged information.

The Centre of Human Development Limited (TCHD) agrees that what has been heard will be held in the strictest confidentiality and will respect the confidentiality of all our client's information, except as otherwise authorised by the client. Those matters, which The Centre for Human Development Limited is legally obligated to report because of licensure or professional obligations, will disclose these specific issues to the client before working with him or her. When it is felt that an employee's best interests could be served by disclosure, the employee is asked to sign an informed consent to release confidential information.

WHO'S INVOLVED IN OUR EAP

Our EAP employs:

- An EAP Official who may be an external professional or an HR employee who has received relevant training. This person coordinates our EAP and acts as a reference point when needed.
- Trained specialists who undertake counselling, consultations, confidential assessments, and referrals.
- An external network of professionals (e.g., psychiatrists, psychologists) to whom we can refer needed employees.



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CLINICAL/ COUNSELLING SERVICES





INDIVIDUAL THERAPY

Individual therapy is a collaborative process between a therapist and an individual in therapy. The common goal is usually to inspire change and provide a safe and supportive space for the client to explore their thoughts, feelings, and behaviours. It allows the client to develop insight, coping skills, and strategies to manage their challenges and

improve their quality of life. When issues are hard to face alone and one may feel lost, seeking therapy can be a way to regain control.

Therapy is designed to help one overcome obstacle to peace and well-being. Individual therapy can be helpful for a wide range of mental health concerns. It can increase positive feelings, compassion, and self-esteem. In therapy, you can learn skills for handling difficult situations, making healthy decisions, and reaching goals. Nothing is more beautiful than finding joy in the therapeutic journey of becoming more self-aware and experiencing self-growth. Individual therapy is also commonly referred to as therapy, talk therapy, psychosocial therapy, psychotherapy, and or counselling. Individual therapy allows the therapist and client to focus on each other, build a rapport, and work together to solve the client's issue. The specific approach and techniques employed during individual therapy are tailored to meet the individual's needs.

What to Expect from an Individual Therapy Session?

Individual therapy is useful for many types of situations that cause stress, anger, grief, and/or conflict. In a comfortable, private setting, an individual and a therapist will explore many different important issues, including (but not limited to):

- Expression of thoughts and emotions
- Behaviour patterns
- Problem-solving
- Conflict resolution
- Strengths and weaknesses



What to Expect from an Individual Therapy Session?

Not everyone will experience therapy in the same way. Some therapy may be short-term (focusing on immediate issues) or long-term (delving into more complex problems). The amount and frequency of sessions depend on the individual's situation and the therapist's recommendations. Additionally, the exact way in which therapy is implemented tends to vary depending on the issues in question, the practices of the therapist, and the needs of the individual.

When stress becomes overwhelming for any one person (school, relationship, job/career, family life, etc.), we are the option to help restore clarity of mind and purpose using: Solution Focus, Person-Centred Treatment.

- Family and Parenting
- Issues
- Marital and Relationship Issues
- Domestic Violence Issues
- Child Abuse Issues
- Stress and Anger Management
- Addictions and other Substance Abuse Issues



FAMILY THERAPY

Families are faced with many stressors, such as financial stress, marital stress, sexual stress, and behavioural stress.

As such, family therapy or family

counselling is designed to address specific issues that affect the psychological health of the family as a unit. It may be used as the primary mode of treatment or as a complementary approach.

The Benefits of Family Counselling

Family counselling aims to promote understanding and collaboration among family members to solve the problems of one or more individuals. For example, if a child is experiencing behavioural and academic problems, therapy will focus on the family patterns that may contribute to the child's behaviour rather than assessing the child's behaviour alone. This will allow the family to uncover the cause of the problem, leading them to develop the skills needed to support the child and other family members to work collaboratively.

Family Therapy Approaches

Most forms of family counselling borrow heavily from Systems Theory, though others are based on psychological approaches such as experiential, cognitive-behavioral, and psychodynamic. Family System Therapy contends that the internal dynamics of the family system can produce and sustain problematic behaviours in family members. All family therapy approaches are designed to help families improve communication, problem-solving, and coping skills and enhance their sense of connection to one another.



Common reasons for seeking family therapy include:

- When a child is having a problem such as with school, substance abuse, mental illness.
- A major trauma incident or change that impacts the entire family (i.e., relocation to a new house, natural disaster, a life-changing medical diagnosis of a family member, etc.)
- Unexpected or traumatic loss of a family member
- Adjustment to a new family member in the home (i.e., the birth of a sibling, stepchildren situation, adoption, foster children, a grandparent entering the home, etc.)
 - Domestic violence
 - Sibling Rivalry
 - Grief and loss
 - Substance abuse and Addictions
 - Divorce
 - Parent Conflict
 - Parent/Child Conflict
 - Financial challenges

Positive Outcomes of Family Therapy

Family therapy can be helpful on many levels. A good course of family therapy helps:

- Develops and maintains healthy boundaries.
- Fosters cohesion and communication among family members.
- Promotes problem-solving thorough understanding of family patterns and dynamics.
- Builds empathy and understanding; and
- Reduces family conflict.



MARRIAGE & COUPLES THERAPY

Marriage counselling assists couples in navigating the challenges of married life with the aim of restoring the relationship.

Through marriage counselling, couples will discuss their differences and explore compromises and address their problems in order to cultivate a stronger, happier, and more fulfilling relationship. Marriage counselling emphasises the development of effective communication skills, the rebuilding of trust, the rekindling of emotional connection, or exploring amicable ways to end their relationship.

Couples therapy differs from marriage counselling in that it delves deep into the root causes of issues. It involves examining past fights and arguments to understand their origins. What sets it apart is its potential to address individual and personal issues that contribute to behaviour within the relationship. The focus is on understanding the "why" rather than just the "how." It helps identify specific areas within the relationship that require attention and improvement.

While the primary focus in marriage counselling and couples therapy is the relationship dynamics, it is equally important for each partner to engage in self-improvement and cultivate self-awareness by fostering personal growth alongside the development of the relationship. Throughout the treatment, partners improve their listening and communication skills while discovering new ways to support each other. Conflict may arise during therapy sessions, so, additional individual sessions may become part of the treatment, either as a standard or upon request.



CHILD & ADOLESCENT THERAPY



Many times, our children and adolescents go through many issues

that are sometimes too much to work through or may be handled in a way that may cause further problems. Using youth-friendly and age-appropriate treatment modalities, we can help children and families understand and resolve problems, modify behaviour, and make positive life changes. Several types of therapeutic modalities involve different approaches, techniques, and interventions. At times, a combination of different modalities may be helpful.

Sometimes, a combination of medication with therapy may be more effective.

- Parent-Child Interaction Therapy (PCIT) helps parents and children who struggle with behaviour problems or connection through real-time coaching sessions. Parents interact with their children while therapists guide families toward positive interactions.
- Play Therapy involves using toys, blocks, dolls, puppets, drawings, and games to help the child recognise, identify, and verbalise feelings. The therapist observes how the child uses play materials and identifies themes or patterns to understand the child's problems. Through a combination of talk and play, the child can better understand and manage their conflicts, feelings, and behaviour.

Every child responds differently to life changes. Some events that may impact a child or teen's mental health include:

- The birth of a sibling
- The death of a loved one, such as a family member or a pet
- Physical or sexual abuse
- Poverty or homelessness
- Natural disaster
- Domestic Violence
- Moving to a new place or attending a new school
- Being bullied
- Taking on more responsibility than is age appropriate.
- Parental divorce or separation
- Substance use





GROUP THERAPY

Group therapy can be an ideal choice for addressing your concerns and making positive changes in your life depending on the nature of the problem. A goal-directed activity is offered to small treatment groups aimed at meeting socio-emotional, organisational, and personal needs

to accomplish tasks. This activity is directed to individual members in a group and as a group within a service delivery system who have shared similar issues and are willing to learn and grow from their experiences. In most group therapy settings, clients explore different topics in-depth and participate in activities; however, the other approaches to group therapy are specialised and issue focused.

Issues we can help with

Group therapy can help with a wide range of psychological difficulties including:

- Depression
- Anxiety
- Relationship difficulties
- Post-traumatic symptoms
- Addictions & other Substance Abuse Issues
- Family & Parenting Issues
- Aggression and other Mental Health Issues
- Student Development
- Child Abuse Issues (physical, sexual, emotional, etc.)
- Lesbian, Gay, Bi-sexual, Transgender, Questioning (LGBTQ)





TYPES OF GROUPS

There are many different types of groups for different purposes. Some are specialised and clinical and some are general and supportive. Some can also be highly structured or casual.

- **General Therapeutic Groups:** This type of group deals mainly with self-understanding and improving your overall relationships with others. Most times, group members will be asked to define goals they would like to achieve within the timeframe of the group therapy program.
- **Specialized Therapeutic Groups:** There are several therapy groups for people with specific needs. These include groups that deal with women's issues, sexual assault, stress management, men's issues, parenting, and divorce, different diagnoses. Before you join the group, an assessment is completed to determine the need and fit for the group.
- **Psychoeducational Support Group:** This type of group is less focused on developing relationships between clients; as an alternative, it focuses on providing education through information-sharing and developing healthy coping mechanisms. Rather than allowing the group to guide the direction of therapy sessions, a qualified therapist leads discussions and guides clients by setting goals. Support groups are intended to offer general support by having members offer support to each other, while therapeutic groups improve behavioural patterns and social interactions in all types of relationships.

What should I expect?

- Group therapy involves one or more therapists who leads the group. They may have various specialities. The facilitators create a non-judgmental, confidential environment during the programme delivery process to foster trust and deepen the group process, thereby allowing participants to comfortably share their personal experiences to introduce 'realistic' examples.
- Typically, groups meet for an hour or two each week. Many groups are designed to target specific problem or problems, such as depression, obesity, panic disorder, social anxiety, chronic pain, and/or substance abuse. Other groups focus more generally on improving social skills and helping people deal with a range of issues, such as anger, shyness, loneliness, and low self-esteem.



BENEFITS OF GROUP THERAPY

- Joining a group of strangers may initially sound intimidating, but group therapy provides benefits that individual therapy may not. Clinicians always express that group members are almost always surprised by how rewarding the group experience can be.
- Groups can act as a support network and a sounding board. Other group members often help you come up with specific ideas for improving a difficult situation or life challenge and hold you accountable along the way.
- Talking and listening to others can help put one's problems into perspective. Many people experience mental health difficulties, but few speak openly about them to people they don't know well. Oftentimes, one may feel like they are the only one struggling — but they are not. It can be a relief to hear others discuss what they're going through and realise you are not alone.
- Diversity is another important benefit of group therapy. People have different personalities and backgrounds; this helps as they see situations differently. This can help one see how others confront their problems and make positive changes.
- Gain opportunities to approach life with an awareness of a specific state of physical, emotional, mental, and social development to establish a greater sense of well-being.
- emotional, mental, and social development to establish a greater sense of well-being.
- Gain skills-based competencies that will enable one to address issues such as conflict, interpersonal communication, and critical decision-making.
- Be exposed to information and activities that would assist to overcome any limitations one's life circumstances may present, allowing them to discover and pursue you're their full potential.
- Gain opportunities towards empowerment with the insights and skills to create and follow your vision regarding family, community, and other aspects of social life.





SOLUTION-FOCUSED BRIEF THERAPY

Solution-Focused Brief Therapy is a form of therapy that is based on social constructionist philosophy. What is unique about this therapy is that it focuses on clients' goals and ways to achieve them rather than on the problems that led them to therapy in the first place. With other forms of therapy, a long time would be needed for observable results to be noted. The advantage of Solution-Focused Brief Therapy is that only a few sessions may be needed for clients to start achieving their goals as it focuses on client assets and not their deficits.





CHANGE MANAGEMENT

- LIFE TRANSITIONS THERAPY

“Transitions actually begin with an ending: we have to let go of the old thing before we pick up the new” (Bridges 1980). Life doesn’t stay still, even if we want it to. Change can be exciting, but it can also be unsettling. Life Transition Therapy helps you approach both planned and unexpected altered

circumstances with a positive attitude. Some events happen in our lives that instigate change. However, not all will trigger the process, which can be seen as a life transition.

In the workplace, this is no different, more so in the ever-changing world of work. Whether an individual moving from one department to the next, promoted, or demoted, an entering department requiring a change, or a person heading off on retirement, Change Management is required. This allows for a smoother transition and less personal and professional interruption. Everyone experiences life differently. Depending on your circumstances, events will have a different impact on you. For one person, it will be a matter of acknowledging the reality; for another, it may have an impact of earthquake magnitude:

- Centered specifically in terms of major changes in your life, such as:
- Loss of a job, redundancy, being promoted.
- Retirement
- Financial Changes in personal or professional circumstances
- Death of a close family member/friend
- Divorce/separation or relationship breakup
- Being a victim of abuse, rape, bullying
- Getting pregnant, Becoming a parent
- Injury or illness
- Leaving home
- Exams
- Migration
- Relationships



INDIVIDUAL COACHING

Coaching is a highly effective communication and talent development tool, which is widely used to create situational awareness and accelerate individual/team ability and strategic growth. Coaching encourages individuals to become aware of their strengths, areas of development, blind spots, and hidden strengths. Leaders build specific strengths like listening, emotional intelligence, conflict resolution skills, executive presence, and delivering results. Through coaching, become the best 'version of yourself. Coaching is customised specifically to your exact needs, helping you develop a greater sense of purpose, engagement, and fulfillment.



TCHD presents practical approaches and strategic processes to help successfully navigate through times of challenge and transition. Most times, the old way of operating has lost its effectiveness, and new, more effective ways haven't yet clearly emerged.



This is when you know coaching might be the best option for you. Our Coaching experts will help you unleash the best you through:

- Transition Acceleration
- Performance Enhancement
- Unleashing Potential
- Rediscovering Purpose



ONLINE THERAPEUTIC SERVICE (OTS)



The world experienced a sudden and dramatic shift as the novel coronavirus, a silent and invisible foe, spread rapidly across countries, leading to a global pandemic that surpassed any previous crisis. In January 2020, the World Health Organization declared COVID-19 to be a public health emergency of international concern, and soon after, a pandemic. Despite the physical distance between countries, many found solidarity in the fight against this common enemy.

The COVID-19 pandemic has highlighted a growing demand for mental health services among those who were already struggling with mental health issues, as well as those who are now experiencing new challenges due to the pandemic. As a result, there has been a significant increase in the number of people seeking therapy, with many turning to online services for the first time. While online therapy is not a new concept for many mental health providers, it may be unfamiliar to some. However, the experience of online therapy is like traditional face-to-face therapy, with the added convenience of being able to access therapy from the comfort and safety of one's own space.

Benefits of Online Therapy?

Online therapy is one viable option to consider if you're in need of treatment for a mental health concern. You may ask if serious issues such as depression and anxiety can benefit from online. Yes, it can. There are several reasons people choose to see a therapist online.

- *Safe*
- *Convenience*
- *Reduced anxiety*
- *Greater self-expression*
- *Good Option for Remote Areas*
- *Accessibility for People with Physical Limitations, vulnerable groups*
- *Treatment Is More Accessible*



**The Centre for
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PSYCHOLOGICAL ASSESSMENTS



PSYCHOLOGICAL ASSESSMENTS

PSYCHOLOGICAL ASSESSMENT FOR RECRUITMENT & EMPLOYEES

According to international best standards, companies are now investing in pre-employment psychological assessments.

Some employers may have the ability to administer psychological assessments after hiring. As a result,

time, money, and resources could be more efficiently utilised in training and development to provide the best fit between the newly hired employee and the area of specialisation. TCHD can provide reports to the firm as part of the recruitment process to give a comprehensive overview of who is the best candidate for the job from a psychological standpoint.



PSYCHOLOGICAL ASSESSMENT

This examines the personality and behavioural characteristics of the participant. A Full Psychological Assessment is a thorough evaluation of how a person thinks, feels, and behaves. It is made up of a set of procedures that are administered and interpreted to obtain a comprehensive picture of a person's holistic functioning.

Additionally, for employees, psychological testing provides comprehensive and detailed assessments of areas of concern. Psychological testing is not a single test or even a single type of test. It is rather a comprehensive assessment of the challenges that the client faces. Depending on what kind of testing is being done, it can last anywhere from 1/2 hour to a full day.



PSYCHOMETRIC ASSESSMENT



This concerns objectively measuring skills and knowledge, abilities, attitudes, personality traits, and educational achievement. The process measures relevant strengths and weaknesses and primarily assesses employment suitability, including company-candidate fit.

These three main assessments can be utilised to identify several challenges presented by employees and their dependents and create systematic methods for overcoming these challenges.

unconscious bias

With TestGorilla, you give all applicants an equal, unbiased opportunity to showcase themselves.

This ensures you get the best talent from all walks of life.

What can psychometric tests measure?

Psychometric tests can measure a wide variety of skills, aptitudes, and traits, which, as mentioned above, we could put into two major categories: cognitive abilities and personal characteristics.

Cognitive Abilities

You can measure different types of cognitive abilities with tests, for example:

- **Intelligence:** Psychometric tests can measure intelligence in its different forms: logical reasoning, spatial thinking, mechanical reasoning, emotional and social intelligence, introspection, and more
- **Aptitude:** Psychometric assessments also allow you to evaluate someone's abilities, including their ability to learn new skills
- **Skills:** You can also assess specific competencies, which can be strictly job-related and related to experience and knowledge, or broader skills, such as communication.



Personal Traits

You can also measure personality traits, behavior, and motivation:

- **Attitudes:** You can evaluate attitudes towards other people, new and unfamiliar situations, challenges, etc.
- **Behavior:** With personality tests, you can evaluate and predict behavior in specific circumstances.
- **Values:** Values that inform a person's attitude and behavior can also be measured.
- **Motivation:** Everyone has different motivators closely

Additionally, the following specific challenges can be addressed through the assessment process:

Adult - Some challenges that we can help, and guide are:

- Depression
- Anxiety
- Stress
- Personality
- Trauma

Dependents (Child/Adolescent) - Some challenges that we can help and guide in are:

- Depression
- Anxiety
- Oppositional Defiant Disorder
- Attention Deficit Hyperactivity Disorder
- Conduct Disorder
- Trauma





PSYCHIATRIC ASSESSMENT



A psychiatric assessment, or psychological screening, is a process of gathering information about a person within a psychiatric service with the purpose of making a diagnosis. The Centre for Human Development Limited will provide the following service:

General psychiatric evaluation- Interview-based evaluation to assess the necessary actions to be taken. The aim of a general psychiatric evaluation is to:

- 1) Establish whether a mental disorder or other condition requiring the attention of a psychiatrist is present.
- 2) Collect data sufficient to support differential diagnosis and a comprehensive clinical formulation.
- 3) Collaborate with the client to develop an initial treatment plan that will foster treatment adherence, with consideration of any immediate interventions that may be needed to address the safety of the patient and others—or, if the evaluation is a reassessment of a patient in long-term treatment, to revise the plan of treatment in accordance with new perspectives gained from the evaluation.
- 4) Identify longer-term issues (e.g., premorbid personality) that must be considered in follow-up care.



PSYCHO-EDUCATIONAL ASSESSMENT

Examine the achievement and ability of the individual. It incorporates some aspects of psychological assessment (behavioural evaluation, social-emotional testing), but it also emphasises evaluating an individual's intellectual potential and current level of achievement. It also measures key aspects of development, such as adaptive functioning and visual-motor integration skills. Special education testing (dyslexia and other specialist linguistic tools) is sometimes required to facilitate accurate diagnosis and referral for services. A psycho-educational battery is useful for a variety of purposes, such as:

- In cases of poor academic performance
- Confirming learning difficulties and/or disabilities
- Confirming the scope of an individual's intellectual abilities
- Cognitive testing post-accident/injury



- **Emergency evaluation**- in response to thoughts, feelings, or urges to act that is intolerable to the patient or to behaviour that prompts urgent action by others, such as violent or self-injurious behaviour, threats of harm to self or others, failure to care for oneself, bizarre or confused behaviour, or intense expressions of distress.
- **Clinical consultation**- evaluations for the purpose of assisting in the diagnosis, treatment, or management of an individual with a suspected mental disorder or behavioural problem.



CLINICAL CONSULTATION

Clinical Consultation allows for organisational/individual clinician discussions around casework, which are often complex but can serve to highlight a myriad of layers involved in an intervention. In such instances, a systemic methodology will complement case management to support practice outcomes, which see the client working towards addressing the issues of concern.

Additionally, clinical consultation will support direct interventions within the sphere of the organisation/individual clinician through all key stages of the planning process. To this end, TCHD will engage the client in an advisory capacity and provide a clinical perspective to support case discussions and to assist the professional intervention with the client. Additionally, TCHD will undertake therapeutic interventions in cases where the client makes a request for collaboration.

Clinical Consultations can also be accessed via video or teleconferencing.





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CRISIS & TRAUMA MANAGEMENT & WORKPLACE INTERVENTIONS



CRISIS MANAGEMENT AND WORKPLACE INTERVENTIONS



CRISIS MANAGEMENT AND TRAUMA INTERVENTIONS:

A humanistic benefit, this is an important cost containment feature of the EAP, assisting in preventing the debilitating residual effects of stress, shock, and trauma.

24-HOUR HOTLINE SUPPORT

Implementation of a hotline call service will allow the TCHD team to triage clients based on their levels of distress experienced and make on-the-spot assessments for persons requiring more long-term support through individual or group counselling. Having this hotline service also benefits clients who experiencing negative distress in the moment and can have someone to reach out and connect to that will provide non-judgemental support and recommendations for future care based on their needs. Furthermore, not every client accessing the telehealth may need continued counselling interventions therefore a call-in service allows us to suit the varied needs of clients ranging from one-off support to integrated support services.

Within this level of our mental health first-aid, our triage methodology will be adapted from the UK Mental Health Triage Scale in the process of providing initial assessment as the first point of entry by clients to additional services. This system will screen to determine whether the person has a trauma mental health-related problem and assess the urgency of the problem and the most appropriate service response. Drawing from that data clinicians will then be able to begin forming a clinical presentation of the client and interventions needed for the specific needs. This triage methodology is not to be confused with an intake assessment once the client is deemed as needing additional individual counselling or group support.



TRAUMA & CRISIS INTERVENTION SYSTEM (TIS)

TRAUMA & CRISIS INTERVENTION SYSTEM (TIS)

Trauma occurs when the individual's normal coping mechanisms fail to respond during a crisis. In the workplace, home, or community, this may include the death of a colleague or family member, divorce or abuse, or an accident (either in the workplace or outside). Following a crisis, the individual may exhibit dysfunctional symptoms such as becoming a danger. TCHD responds to crises or traumatic events in the workplace on two levels:

ORGANIZATIONAL

Crisis Response Team and Crisis Intervention

In the unexpected event of a traumatic occurrence, TCHD's crisis response team will immediately on-site conduct a needs assessment and provide psychological first aid to all members through debriefing sessions. From these assessments, identifying those who immediately need support will be ascertained and managed. Our organisation is committed to providing this specialist service in coordination with the management or family team such that the impact on the affected welfare is minimised. On an organisational level, the implementation of a Crisis Intervention System will entail the following:

- *A 24-hour hotline for the staff and management to report any possible or ongoing crisis within the organisation.*
- *Once a report is made, a clinician will be on standby to assess and manage the crisis within a period of twelve (12) hours.*
- *In case of an immediate emergency, as assessed by the clinician and Clinical Director, the clinician will attend to the crisis directly.*



TRAUMA & CRISIS INTERVENTION SYSTEM (TIS)

GROUP/ORGANISATION TRAUMA INTERVENTION

There are many different types of groups for different purposes. Some are specialised and clinical and some are general and supportive. Some can also be highly structured or casual.

- **General Therapeutic Groups:** This type of group deals mainly with self-understanding and improving your overall relationships with others. Most times, group members will be asked to define goals they would like to achieve, within the timeframe of the group therapy program.
- **Specialized Therapeutic Groups:** There are several therapy groups for people with specific needs. These include groups that deal with women's issues, sexual assault, stress management, men's issues, parenting, and divorce, different diagnoses. In this case, this specialised group will focus on trauma intervention. Before anyone joins the group, an assessment is completed to determine the need and fit for the group.
- **Psychoeducational Support Group:** This type of group is less focused on developing relationships between clients, as an alternative, focused on providing education through information-sharing and the development of healthy coping mechanisms. Rather than allowing the group to guide the direction of therapy sessions, a qualified therapist leads discussions and guides clients by setting goals. Support groups are intended to offer general support by having members offer support to each other, while therapeutic groups improve behavioural patterns and social interactions in all types of relationships.



TRAUMA & CRISIS INTERVENTION SYSTEM (TIS)

GROUP/ORGANISATION TRAUMA INTERVENTION

- Clinical services will be available to all client groups via online platforms using the Zoom platform.
- Frequency will be determined based on the level of engagement chosen.
- Sessions will be conducted based on the client's needs. Each session will last for a duration of 30 minutes to 1 hour.
- Groups will be conducted with a minimum of five (05) - maximum of (15) participants.
- Group sessions will be conducted to all client categories. Group sessions will cover a range of topics; these includes but not limited to:
 - Trauma
 - Anxiety
 - Grief
 - Depression
 - Burnout/ Workplace Performance Issues (e.g., Absenteeism)
 - Managing Explosive Behaviours/ Irritability
 - Psychoeducation (as needed)





TRAUMA & CRISIS INTERVENTION SYSTEM (TIS)

INDIVIDUAL AND FAMILY

Specialisation Treatment - Trauma Treatment for Employees and their dependents

Employees and their dependents face many severe traumatic events in their everyday lives. Some of these traumatic events can be community violence, domestic violence, and physical and sexual abuse. These traumatic events, in most cases, go unrecognised and untreated, which can result in rippling negative life events both at home and in the workplace. We are committed to providing trauma-informed specialised treatment for employees and their dependents using the latest trauma-informed treatment - Trauma System Therapy (TST).

INDIVIDUAL TRAUMA INTERVENTION

Trauma-Focused Therapy is a specific approach to therapy that recognizes and emphasizes understanding how the traumatic experience impacts your mental, behavioural, emotional, physical, and spiritual well-being. This type of therapy is rooted in understanding the connection between the traumatic experience and your emotional and behavioural responses. The purpose of trauma-focused therapy is to offer skills and strategies to assist you in better understanding, coping with, and processing emotions and memories tied to traumatic experiences, with the end goal of enabling you to create a healthier and more adaptive meaning of the experience that took place in his/her life.

Clients in need of or requesting continuous support through individual trauma intervention can be facilitated on the recommendation of clinicians who make initial assessments and interact with callers via hotline services and callers making direct requests.



TRAUMA & CRISIS INTERVENTION SYSTEM (TIS)

INDIVIDUAL AND FAMILY

Assessment Tools

TCHD utilizes an extensive battery of trauma and other assessment tools to effectively assess, identify, design, plan, and monitor the treatment planning of individuals. There are a number of methods employed in our services and assessment including the use of numerous instruments, in addition to interviewing, systematic observation, and psychometric testing of the client and significant others, as well as groups, the environment, and systems impacting upon or that which the client interacts within.

The following tools will be used for each client at the start of individual sessions to assess the client's mental and emotional state thereby providing clinicians with a baseline and also will be used at intervals within the therapeutic relationship as needed to assist in tracking client progress.

List of Clinical Tools & Assessments

| NAME OF TOOL | USE OF TOOL |
|---|--|
| Triage Assessment Form: Crisis Intervention | To assess clients within several domains: affective, cognitive, and behavioural to rank their severity rating and understand the level of impairment experienced |
| Patient Health Questionnaire (PHQ-9) | To screen, diagnose, monitor, and measure the severity of depression throughout the treatment |
| Burn's Anxiety Inventory | To screen for anxiety |
| Burn's Depression Checklist | To screen for depression |
| Mental Status Exam | To describe the mental state and behaviours observed by the clinician of the client |
| Impact of Events Scale-Revised (IES-R) | To screen for subjective distress caused by traumatic events |
| The Texas Inventory of Grief (TRIG) | To screen for normal versus pathological grief |
| Inventory of Complicated Grief (ICG) | To assess for pathological indicators of grief such as anger, hallucinations, and disbelief |
| Secondary Traumatic Stress Scale | To measure for secondary trauma within three domains of traumatic stress: intrusion, avoidance, and arousal |



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SENSITISATION & AWARENESS SERVICES



WELLNESS PROMOTIONS

We understand that employee well-being is crucial for creating a positive work environment and driving productivity. Our comprehensive wellness promotions program aims to empower employees to prioritize their health and well-being

through engaging initiatives, educational resources, and support services.

Our program will provide employees with the tools, resources, and support they need to make positive changes in their lives, both inside and outside of work. We are committed to working closely with your organisation to customize and implement the programme, ensuring it aligns with your unique needs and goals. Our Wellness Promotions programme is separated into three components: Health Assessments and Education, Wellness Challenges and Incentives, and Mental Health Support and Counselling.

1 - As part of the Health Assessments and Education component, we would:

- Conduct wellness assessments such as **Job Stress Personality Prone Questionnaire, Becks Depression Inventory, Burns Anxiety Inventory, and Job Satisfaction Survey** to evaluate employees' physical and mental health status, identify potential risk factors, and tailor interventions accordingly.
- Offer health education workshops and seminars on topics such as stress management, nutrition, exercise, mindfulness, and work-life balance.
- Provide employees with practical tools and resources to enhance their health literacy and empower them to make informed decisions about their well-being.



2 -As part of our Wellness Challenges and Incentives, we would:

- Launch wellness challenges that encourage employees to participate in healthy activities, such as physical exercise, meditation, or healthy eating.
- Create a supportive and engaging environment by offering incentives, rewards, or recognition for participation and achievement.
- Foster a sense of camaraderie and teamwork by organizing team-based challenges that promote social connections and a shared commitment to well-being.

3 -The Mental Health Support and Counselling component is used to:

- Recognise the importance of mental health and offer counselling services to employees, providing them with a safe space to address personal and work-related challenges.
- Collaborate with mental health professionals to deliver workshops and training sessions on stress reduction, resilience building, and maintaining positive mental health.
- Promote awareness and reduce stigma surrounding mental health through educational campaigns, internal communications, and targeted resources.



Employee Guidelines (E-Brochures) and E-Learning



Natural, but not harmless

- Marijuana use contributes to health problems
- It is four times stronger than in the 1980s
- Risky no matter method of use, including smoking, vaping, and edibles (food containing marijuana)
- Heavy use in young adults can cause lasting damage to the brain and decrease intelligence
- Marijuana can directly worsen symptoms of anxiety, depression, and schizophrenia

Marijuana can be addictive

- Marijuana use can lead to addiction, just like with other drugs
- 4-5 million people in the U.S. are addicted
- Chances of addiction are increased:
 - 17% of adolescents who use marijuana become addicted
 - 25-50% of people who use everyday will become addicted
- Withdrawal symptoms include: cravings, trouble sleeping, anxiety, appetite loss

Marijuana use impairs driving

- Doubles a driver's risk of an accident
- Use with alcohol increases risk

Legal does not mean safer

- There may be some chemicals in marijuana that help a range of illnesses or symptoms
- Lack of clinical evidence supporting benefits
- Benefits do not outweigh health risks

Marijuana and pregnancy

- Marijuana use during pregnancy affects child development
- Health risks for the child include low birth weight, premature birth, problems with attention, memory, and problem-solving; and reduced IQ

Using marijuana with other substances

- Mixing marijuana and alcohol increases risk for nausea and reactions of panic, anxiety, or paranoia
- Mixing tobacco and marijuana increases risk of developing respiratory diseases and/or cancer

TIPS FOR CUTTING BACK

Think about changing

- Why do you use? What do you like about it?
- Why do you want to cut down or stop?

Plan for the change you want

- Set a goal and date for changing your use. Make it realistic
- Share your plan with people you trust and ask for support

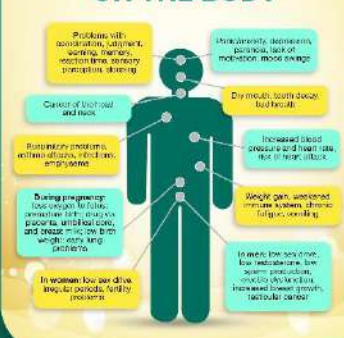
Act on your decision

- Distract and do something. Make a list of fun activities unrelated to your use and keep busy
- Delay. Stop and think before using. Wait 15 minutes to ride the craving, and the wave of desire may pass
- Plan ahead. Avoid high-risk situations and people who use

Have a back-up plan

- If you haven't achieved your goal yet, that's okay
- Consider the situation in which you used and see what could be changed next time
- Review your plan and see if it needs revising

EFFECTS ON THE BODY



Informational Brochures & E-Bulletins

Written and designed by TCHD Ltd.'s clinical team, the newsletters and informational brochures will be closely aligned with the core issues employees of the organisation face. Moreover, with a mental health wellness model underscored, the quarterly newsletters and informational brochures will have practical, positive strategies as well as accurate and evidence-based information on the topics.

PROMOTIONAL MATERIALS

Posters and topical mental health newsletters, brochures, and informational leaflets are delivered right to your inbox. After consultation with you, we create and design any promotional materials for the benefit of the employees. We are also mindful of the days put aside by the World Health Organisation and its various recognitions. For example, Mental Health Awareness Day, Men's Day etc.



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Training/Seminars on Wellness/Mental Health



TRAINING/SEMINARS ON WELLNESS/MENTAL HEALTH



SENSITISATION AND AWARENESS SERVICES

TCHD is always eager and excited to be a part of planning and being part of EAP wellness committees and/or wellness events. As part of the committee, TCHD conducts employee assessments, using employee surveys to

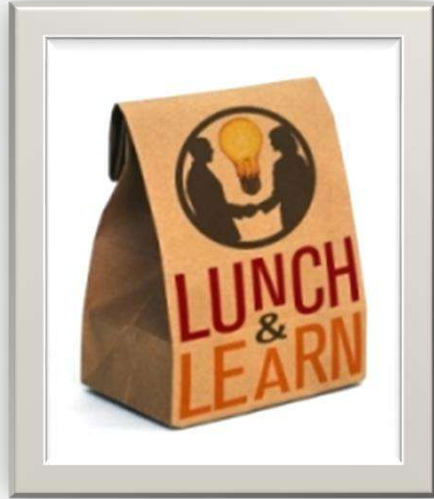
evaluate personal wellness interests and needs. Surveying employees directly helps assess the current climate regarding how a programme might be received and what information employees are willing to share. At the Wellness Day event (in person or online), TCHD will conduct assessments, along with scoring and feedback with employees:

- Job Stress Personality Prone Questioner
- Becks Depression Inventory
- Burns Anxiety Inventory
- Job Satisfaction Survey
- Others that the organization might suggest.

Additionally, a detailed explanation of the EAP services and distribution of EAP materials. TCHD also provides presentations to all employees on topics and themes determined by the organization.



LUNCH & LEARN SESSIONS



Many organisations successfully employ a Learn-at-Lunch approach to supplement employee training and development activities. Some call them "Brown Bag", and others reverse the phrasing and call them Lunch-and-Learn events. TCHD Ltd will provide a fresh outlook on internal training by hosting quarterly sessions for the organisation and its staff, allowing them to keep up to date with skill enhancement without removing your team's standard workday. This will foster a collaborative and open learning environment

and encourage solid work culture throughout the organisation.



MENTAL HEALTH SESSIONS

Mental Health Sessions are a vital component of our EAP services. As an EAP provider, we recognise the critical role that mental health plays in overall well-being and employee performance. We propose offering dedicated mental health sessions as part of our comprehensive EAP services. These sessions will provide employees with a safe and confidential space to address

their mental health concerns, seek support, and develop strategies to enhance their emotional well-being.



Our mental health sessions will be facilitated by licensed and experienced mental health professionals who specialise in various areas, including stress management, anxiety, depression, work-related challenges, and personal growth. Employees will have the opportunity to engage in one-on-one counselling sessions, either in person or through secure virtual platforms, ensuring accessibility and convenience. These sessions will focus on empowering employees to develop coping mechanisms, build resilience, and improve their mental health. Our mental health professionals will utilise evidence-based approaches tailored to everyone's unique needs, providing guidance, validation, and practical tools to navigate life's challenges. By offering mental health sessions as part of our EAP services, we aim to foster a supportive and compassionate workplace culture that prioritises employee well-being and promotes a positive work-life balance.

In addition to individual counselling sessions, we will also organise group workshops and educational sessions on mental health topics. These sessions will provide employees with a forum to learn about various mental health concerns, develop self-care strategies, and enhance their understanding of the importance of mental well-being. By offering a range of mental health services, we strive to create a comprehensive EAP that supports employees in maintaining optimal mental health and achieving their full potential both personally and professionally.

TCHD in its clinical response created several psychoeducational/training and informational sessions designed for all levels of staff and management. Some of these sessions are but not limited to:

- Understanding Traumatic Stress in the workplace
- Trauma: A Look at Our Emotional Response
- Understanding Mental Health
- Understanding Mental Health in the workplace
- Stress, Anxiety, and Depression
- The “Balancing Act” – Work-life balance
- Coping & Self-care
- Death and Dying – Loss and Grief



EMPLOYEE ORIENTATIONS

Employee orientations create an awareness of the EAP and familiarise employees with effectively utilising their EAP benefits. In addition to employee orientations, TCHD Ltd recommends conducting supervisor training to create an awareness of the EAP and familiarise supervisors with how they can more effectively assist the employee in utilising the EAP benefit.

We offer orientations and training for all levels of management. It is also recommended that employee benefits staff are oriented to the program's mechanics and involved in the initial planning, implementation and continuing management of the EAP program. Training sessions are structured presentations from one to two hours in duration on such key areas as the benefits of the EAP, the role of the supervisor in addressing job performance problems, how to identify job performance decline, and how to make a referral to the EAP.

TCHD Ltd has experience in delivering a wide range of worksite-based supplemental training that may also be of interest. Among the topics covered in these training sessions are anger management; balancing work and family; coping with loss; depression; effective communication in the workplace; sexual harassment; and time management.



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GENERAL WORKSHOP SERVICES



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TCHD also works along with the management to design and develop any training the organisation might see fit.



STAFF & SUPERVISOR COACHING

Many times, employers, after an appraisal, engage in conversations with their employees surrounding what is needed to enhance their performance for the next year. What happens in the remaining 364 days of the year? Coaching is a different approach to developing employees' potential. With coaching, you provide your staff with the opportunity to grow and achieve optimal performance through consistent feedback, counselling, and mentoring. In addition to the above, we also provide individual coaching, one-on-one custom leadership development opportunities for senior managers and executives.

SUPERVISION & STAFF DEVELOPMENT

This training examines supervision and staff development in management functioning and diverse organisational settings. The functions, principles, and methods of supervision, as well as staff development and training, are covered. Emphasis is given to the knowledge and skills required to motivate and retain an effective and efficient workforce and to effectively supervise varying levels of staff as well as programs, teams, or organisational units, especially during these tempestuous times.

Supervisors will:

1. Develop an awareness of critical motivators for both the individual and the group.
2. Develop an awareness of key leadership qualities related to supervision.
3. Learn techniques for managing their emotions within a supervisory setting.
4. Be exposed to aspects of relationship building towards greater communication within the team.
5. Create a sense of synergy toward meeting the organization's objectives and goals.



LEADERSHIP & EFFECTIVE TEAM BUILDING

The role of a leader is multifaceted, not only directing but guiding, repairing, and sustaining his/her followers. Such myriad responsibility comes with it a toll that is both physical and psychological and requires the balancing of being

flexible to the continuous changes while maintaining an organization's strict regulations.

Within the organisation, there is the added dimension of protocol and chain of command, allowing for a structured delineation of roles. However, human beings are susceptible to their challenges. Therefore, the leader must not only understand the soldier but the human being within. TCHD is bringing an innovative approach to examining the nature and challenges of the leader and the team within this specialised context.

Specifically, through a targeted training program, participants will critically examine the components of a synergistic approach to team building. This approach emphasises the individual strengths of each team member of the whole and the leader's role in identifying and utilising these strengths.

Both micro and macro in scope, it enables a full picture of the barriers to communication and advancement that occurs within a group setting.



MEDIATION & CONFLICT RESOLUTION

Conflict is a normal part of any healthy working relationship. There are very few offices where all the employees get along. Learning how to deal with conflict – rather than avoiding it – is crucial. Mismanaged conflicts can be harmful to professional and personal relationships, not to mention the time and energy spent on non-productive time in the organisation. Learning these skills can keep your personal and professional relationships strong and keep the focus on matters of importance.

When the relationship has been broken and becomes tenuous, mediation helps resolve the conflicts and rebuild relationships, reducing cost, time, and emotional stress. The mediation process encourages respectful dialogue and problem-solving techniques. Facilitated by a trained professional, each side tells its story, is kept on track, remains positive, and is produced with each party leaving satisfied.



EMOTIONAL INTELLIGENCE

Emotional Intelligence (EI) involves understanding the physical, mental, and social impact emotions have on the body, mind, relationships, and the ability to pursue and achieve goals. People with a highly developed level of EI are proven more successful in their social environment as it may relate to the workplace, the school, the community, and the family. Additionally, challenges of anxiety, depression, and anger are all symptomatic of increased pressures upon individuals to be the best they can be.

These challenges manifest themselves in light of pressures that come from work, the home, and the community as we as individuals try to 'fit in'. Emotional intelligence, therefore, must marry strives for excellence in all walks of life. By doing this, the individual can adapt to both personal and social changes in better, more constructive methods.



OTHER TRAINING SERVICES

FINANCIAL SERVICE MANAGEMENT TRAINING

There are times when productivity, employees focus, and other problems become too much for any origination. Most times is due to employees' difficult financial situation in their personal lives. Financial Planning and Management service is the planning and organising and having control of one's income. Planning often requires cash flow management, retirement planning, investment planning, financial risk management, and insurance planning.

TCHD understands that creating a healthy financial situation requires several steps. Through group and individual work, some areas are:

- Goals setting
- Organizing your financial records
- Creating a preliminary budget
- Determining which spending habits, you need to change.
- Estimate your projected income.
- Setting a time frame for accomplishing goals
- Create an extended budget.
- Devise an income strategy that will sustain your goals, and
- Commitment

STRESS MANAGEMENT THROUGH SELF-CARE

Within our professional lives, it can become automatic in our actions to absorb the daily stressors and emotions surrounding the work and persons we interact with. Self-care is about actively looking after your own mental health and well-being to support the individuals you work with. Practicing self-care is an important professional development activity that will help you cognitively, physically, and emotionally "bounce back" each day over the long term. To this end, it is important for the professional to be self-aware and understand the crucial concept of self-care to prevent personal challenges and reduce the risk of professional burnout and limited effectiveness.



INERTIA IN ORGANIZATIONS

Inertia or change in an organisation, is essential for growth and development. However, when an organisation, organisation finds difficulty in accommodating changes such as employee layoffs, retirement, or cutbacks, the resultant effect on performance is compromised. Understanding, managing, and elevating an organisation through change is difficult, but some of the processes can be facilitated toward the achievement of the mission and vision of the company.

CUSTOMER SERVICE TRAINING

Customer Service is the lifeblood of any organisation and so employees need to be equipped with effective guidelines and best practice approaches to providing excellent customer service that will enable employees at any level within the organisation to support roles for building, maintaining, and increasing a loyal customer base.

RETREAT SERVICES

Retreat services are valuable investments for organisations as they serve several beneficial purposes. The work environment plays a vital role in determining the efficiency of employees. However, employees may need a respite from their routine environment as it may begin to feel stagnant and un-stimulating. Proficient retreats build employees' morale and strengthen ties between employees and across departments where silos may have developed. TCHD Ltd is resourced to plan, implement, and provide retreat services.



OTHER TRAINING SERVICES OFFERED

Empowering Employees Through Comprehensive EAP Care

As an EAP provider, we understand that employees face a variety of psycho-social challenges that can significantly impact their well-being and work performance. To address these concerns, we propose offering psycho-social support services as an integral part of our EAP offerings. These services will provide employees with the necessary tools and resources to navigate personal and work-related issues effectively.

Our psycho-social support services will encompass a range of interventions, including individual counselling, support groups, and workshops facilitated by qualified professionals. We will create a safe and non-judgmental environment for employees to discuss their concerns, gain insight into their experiences, and develop strategies for personal growth and resilience. Through individual counselling sessions, employees will have access to confidential and empathetic support tailored to their specific psycho-social needs.

In addition, we will organize support groups that foster a sense of community and shared experiences. These groups will provide a platform for employees to connect, share insights, and offer mutual support in navigating common psycho-social challenges. Furthermore, we will conduct workshops and educational sessions on topics such as stress management, communication skills, work-life balance, and emotional intelligence. Our goal is to equip employees with the necessary skills and knowledge to enhance their psycho-social well-being, leading to increased job satisfaction, productivity, and overall life satisfaction. By offering comprehensive psycho-social support services, we aim to create an EAP that goes beyond traditional counselling to empower employees in all aspects of their lives.

SOCIAL WORK/REFERRAL SUPPORT

Social Work is an integral component of any treatment modality undertaken. Social Work Support officers provide critical logistical, administrative, and therapeutic linkages for the fruition of the treatment plan and its goals for the client. Additionally, these officers follow up on the various referrals to other social and clinical services.



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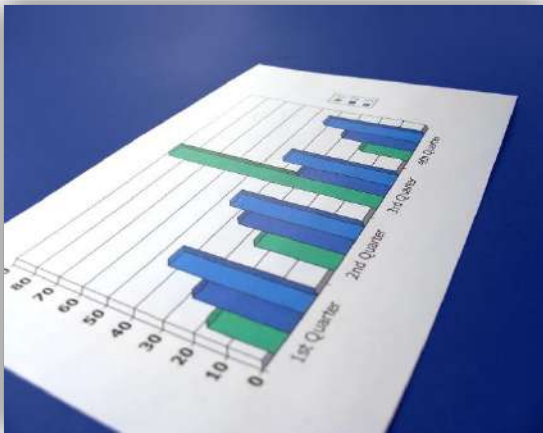
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Reporting on The Programme



REPORTING ON THE PROGRAMME



MANAGEMENT/ORGANIZATIONAL CONSULTATION

The consultation allows for the organisation to develop discussions around general clinical issues and employee organisational challenges. This consultation forms a greater part of monthly reporting on general issues relating to the various challenges untethered during the month.

Additionally, clinical consultation will support direct interventions within the sphere of the organisation/individual clinician through all key stages of the planning process. To this end, TCHD will engage the client in an advisory capacity and provide a clinical perspective to support case discussions and assist in professional intervention with the client. Additionally, TCHD will undertake therapeutic interventions in cases where the client makes a request for collaboration.

REPORTING & OUTCOMES

Clients receive comprehensive EAP utilisation reports monthly and annual reports. The annual report includes a year-end analysis and recommendations by our Account Executives. Our data collection methods are flexible and allow data analysis on as broad or as focused a scope as required to effectively measure programme and treatment effectiveness. Reports are blinded and do not contain any individual identifying information; instead, reports provide such demographics as gender, ethnicity, age categories, and problem categories.



ACCOUNT MANAGEMENT

TCHD's designated Account Manager will seamlessly coordinate the implementation and provision of services, including employee orientations and management training. The account manager is a problem solver, point of information,

and client specialist, especially for referrals and special needs employees and/or family members.

REPORTING & OUTCOMES

TCHD's account management extends far beyond traditional services. We provide each of our clients with account management services focused on maintaining customer satisfaction and providing in-depth consultation on various issues to meet customers' needs. We achieve superior programs through the following account management functions:

- Maintaining a very high degree of flexibility
- Listening carefully to each client
- Analysing how we deliver services and the types of services we deliver.
- Creating new products and services to meet the needs of every mobile and diverse population.
- Evaluating and re-evaluating the effectiveness of the services we provide
- Maximizing our positive impact on each client and their valued employees and families



QUALITY ASSURANCE

We continually monitor the quality of our staff and programs to ensure assessments and care are appropriate and outcomes positive. TCHD utilises the following assurance process in quality service delivery:



- Peer Review - staff with a broad range of clinical specialisations and areas of expertise are an invaluable resource.
- Staff audits
- Weekly case conferences to monitor unusual or high-risk cases.
- Psychiatric and medical consultation as needed.
- Continuing Education - staff and providers often participate in outside seminars, in-house training, and advanced degree programs and professional development hours.
- Utilization analysis and follow-up feedback process for counsellors, psychologists, and client organisations. Executive staff to monitor EAP usage, trends, and potential “red flags” to the employer to review quarterly utilisation reports.
- Satisfaction Outcome Surveys- client satisfaction is an important part of TCHD’s feedback services to consistently ensure the client’s needs are being effectively met.
- Follow-up & Live Response- all persons utilising the EAP counsel services will be followed until they complete treatment or decline further services. The interval at which the employee will be contacted varies according to the nature of the problem and risk level.



SYSTEM DESIGN & EAP PROGRAMME MANAGEMENT

TCHD offers high-quality and professional psychotherapy to adults, adolescents, couples, groups, and families. Due to the need for privacy and the need to establish

a therapeutic bond, services will be conducted:

➤ **AT THE OFFICES OF TCHD**

- East – No. 9 Pasea Main Road, Tunapuna
- South – No. 66 Lewis Street, San
- North- No. 5 Hurbert Street Port of Spain
- Tobago - No. 92 Milford Rd, Lowlands, Tobago

➤ **FOR YOUR SAFETY WE ASK**

- ***Wear your MASK upon entry and during your visit to TCHD.***
- ***Sanitise upon entry.***

➤ **SAFE AND PRIVATE LOCATION AT YOUR LOCATION**

➤ **ONLINE PLATFORMS**

- ZOOM
- WHAT'S APP VIDEO
- SKYPE
- GOOGLE MEET

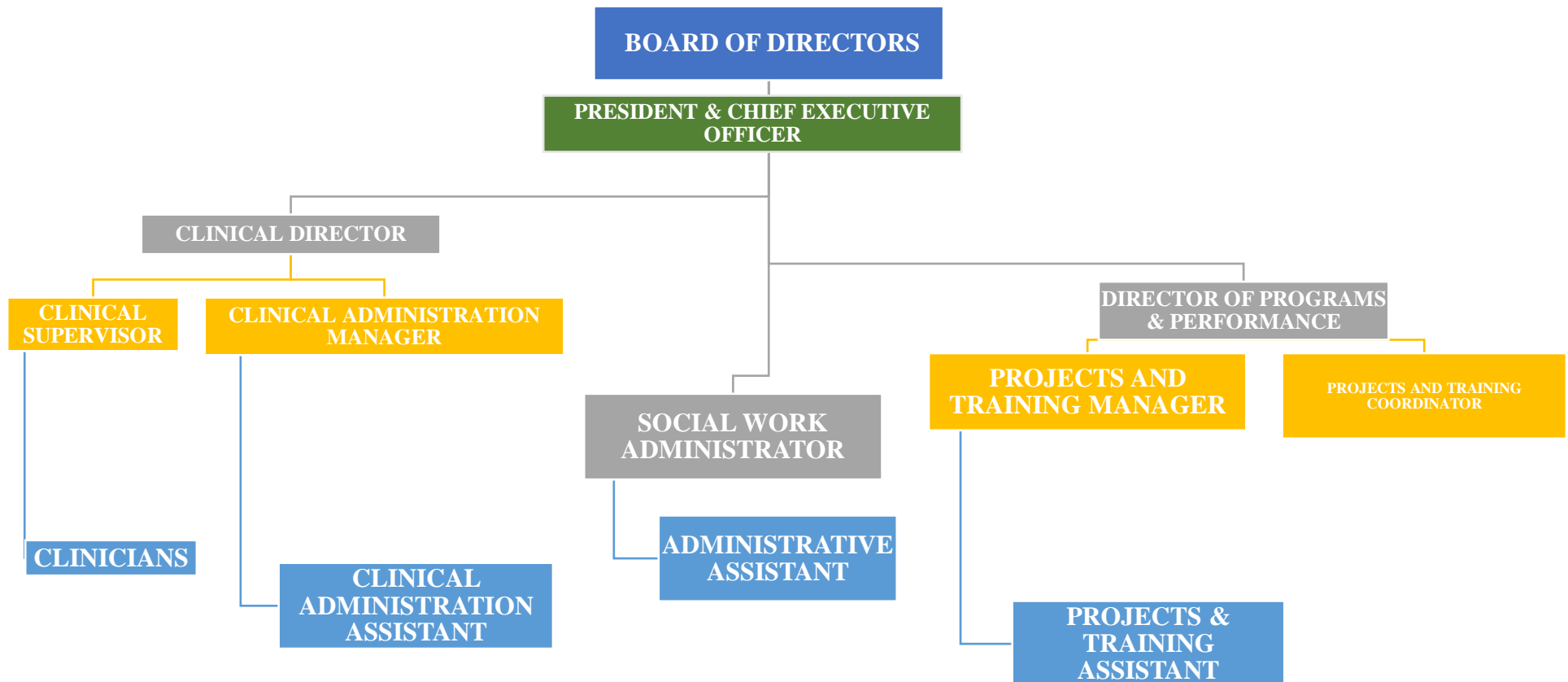
Appointments are available Monday through Saturday.

- Monday – Friday: 7:00 - 6:00 pm
- Saturday: 7:00 am - 5:00 pm
- Sunday: Emergency Only

During the first consultation, we request that you come 15- 20 minutes before the session to complete the initial paperwork.

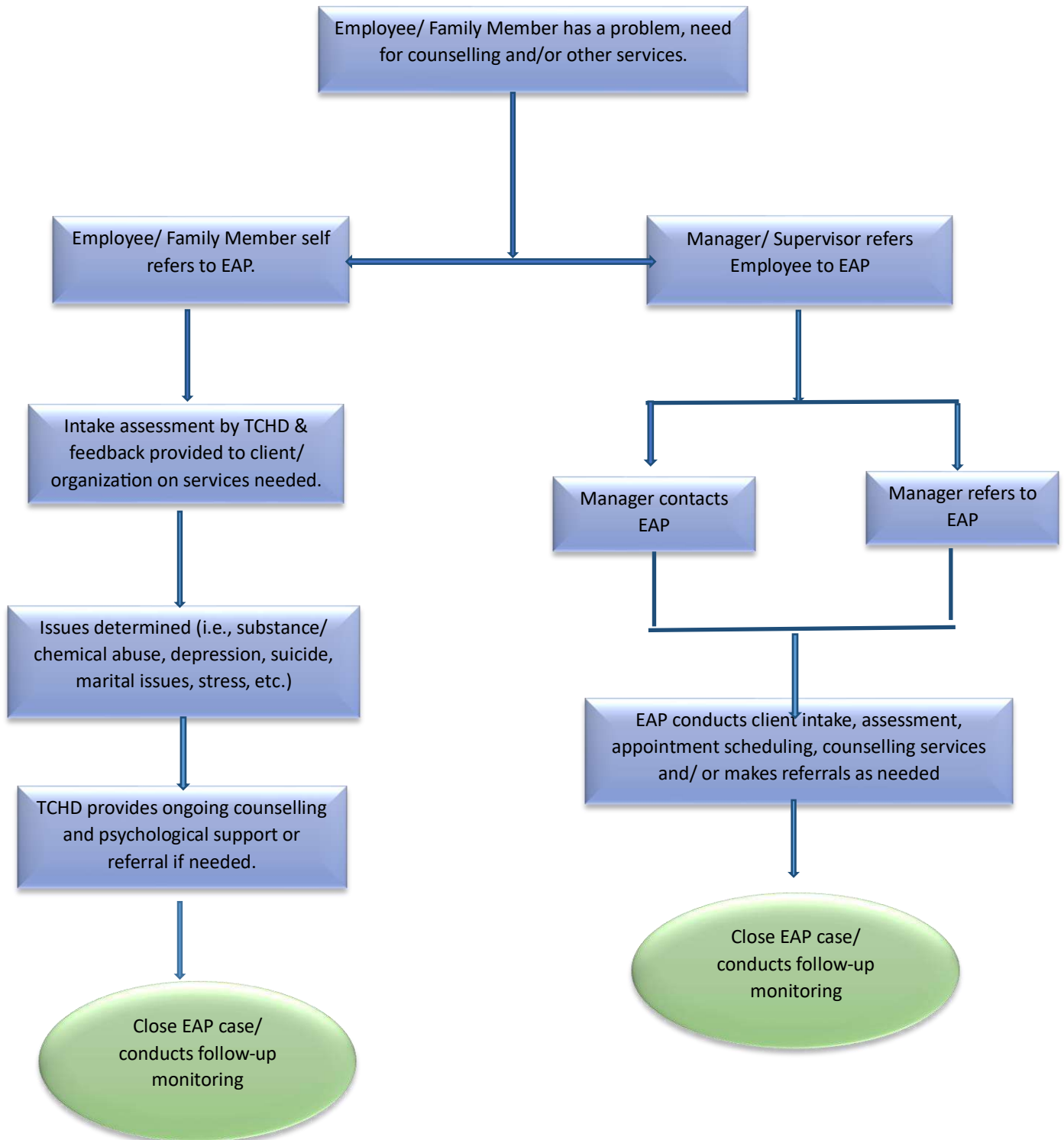


TCHD ORGANISATIONAL CHART





TCHD EAP REFERRAL PROCESS FLOW CHART





COST PROPOSAL DETAILS:

Please note that this is not fixed and can be further customised upon negotiation with your organisation and individual organization's rate of utilisation.

THERE ARE TWO OPTIONS.

- **Fee for Service (FFS)** - The FFS is a preferred cost for your organisation once we enter into an arrangement.
- **Monthly Retainer (MR)** – this is where you will find the services outlined below and or agreed upon.
- For Insurance Claims. TCHD will complete insurance claim forms, and the employee will claim through their insurance provider.
- Billing shall be paid monthly within ten (10) days of receipt.
- Where is the Retainer, payment shall be paid monthly prior to the service period.
- Where a Trauma/Crisis Intervention Incident de-briefing is cancelled or re-scheduled by the Organisation with less than one day (1) notice, a non-refundable service fee of twenty percent (20%) will be payable by the Organization to TCHD
- Where a consultation or counselling session is cancelled or re-scheduled by the client with less than twenty-four hours (24) notice prior to the scheduled session, or if the client does not show up for their scheduled appointment, a non-refundable fee of fifty percent (50%) of the per hour fee for such services will be payable by the Organization to TCHD.

The cost proposal provided is negotiable between the organisation and The Centre for Human Development Limited.



The Centre for Human Development Limited

Strengthening Families, Building Communities, Developing Minds

ADDRESS: East - No.9 Pasea Main Road, Tunapuna | South - No.66 Lewis Street, San Fernando

TEL: 1(868) 317-3471 | **CELL:** 1(868) 374-9814 | **OFFICE:** 1(868) 235-5181

EMAIL: thecentre@tchdltd.com **WEBSITE:** www.tchdltd.com