



The Employee Assistance Programme

Qualified support for life's ups and downs

For use by employees.

| Retirement | Investments | Insurance | Health |



Care first

Your EAP provided by Care first in association with Aviva

Welcome to the Employee Assistance Programme – your personal support service.

This guide gives you all the information you need to get the most out of this valuable benefit. Please keep everything safe as you may need this information in future – particularly if you want to contact the Employee Assistance Programme (EAP).

Life's a journey and every road has a few bumps

Buying a new home, illness, managing money, relationships and raising children – just a few of the events we experience, making the journey both exciting and challenging. Through the EAP provided by Care first, you can rest assured you have an expert team to help you plan the highs and support you through the lows.

With the EAP you have 24-hour personal assistance. At any time, day or night, you can talk in confidence to a qualified adviser. Please be aware that the EAP is for your use only (the employee), it cannot be used by your family.

To speak to a qualified counsellor, contact Care first on:

0800 015 5630

Calls to this number are free of charge from a landline and mobile phone. Calls are recorded.

How the EAP can help you get back on track

24-hours a day, 365 days a year, you can access your own personal support system – just by picking up the phone. Whether it's professional advice, or counselling, the EAP is there to help you.

The services provided

- **Counselling services**

Qualified counsellors can provide advice and support to help you work through your concerns and deal with anxiety or stress.

- **Information services**

The programme's information services can equip you with essential knowledge to help you address everyday challenges at work or in your personal life.

They aim to answer your queries and offer immediate help or if necessary, refer you to an adviser or counsellor. If it's a question requiring further information, you'll be passed to an appropriate adviser. Lines are open Monday to Friday, 8am - 8pm.

The service is free of charge, designed to provide you with professional, independent and impartial, information, support and counselling. The programme is a confidential service available to all employees. All calls are treated as confidential, unless Care first consider there is a risk of serious harm to yourself or anyone else.

What we can help you with

Unlike many helplines, the EAP is not just here for life's crises. Everyday issues such as the stresses of organising a wedding, moving house and even childcare can raise questions which can benefit from discussion. So whether you need a shoulder to cry on or an ear to listen to you, you can rest assured that help is on hand.

Whether it's to help you prepare for a challenge and gather essential information, or get some sound and confidential advice on a life event that's affecting you or your family, through EAP you have access to advisers who are trained to help.

Don't let a bump in the road slow you down

Life can present many challenges – some you can anticipate, whilst others come completely unexpected. The EAP is here to support you through situations such as:

- **Managing money** – Financial issues can have a significant impact on our personal and professional lives. Whether you need guidance on budgeting, credit cards, pensions or savings the EAP is there to help.
- **Relationships** – The relationships we have with the people around us have a fundamental effect on our lives. When those relationships become strained, whether due to issues such as divorce and separation from a partner, or conflict with a relative, friend or colleague, the EAP can offer guidance and advice to help you through such times.
- **Moving house** – Although it should be simple, buying a house, arranging a mortgage, dealing with estate agents, finding the right solicitor and even organising the removal company can be one headache after another – but Care first's advisers are on hand to explain the process and help you through every step of your move.
- **Family life** – Pregnancy, birth and adoption can all be times of strain and worry. And it might not stop there. Raising children can be the best and yet hardest time of your life. Whether they're toddlers or teenagers, there may be times when you need advice or guidance. The EAP can help on these and other family issues such as schooling, peer pressure and work/life balance.
- **Work** – What's the best way to approach a move to a different role? What's the best way to build relationships with colleagues? How do you best manage work pressures and deadlines? What can you do to help develop your career? Speak to Care first if you want to discuss any of these topics, or any other issue related to the workplace (excluding contentious advice).
- **Returning to work after a break** – Whether it's following maternity leave or an illness the EAP can offer you useful advice to make the transition back to work that much easier.
- **Retirement** – The transition into retirement can be a time of difficulty and confusion for some. Whether it is about helping you adapt to your new financial status or adjusting emotionally to the next phase of your life, you need to make sure you're as best prepared as you can be.
- **Family crises** – A family crisis can sometimes be overwhelming. Bereavement, disputes and caring for relatives are all sensitive topics that the EAP counsellors can help with.
- **Personal crises** – You don't have to go through an unexpected personal tragedy such as divorce, abuse or racial discrimination alone. If you find yourself faced with a sensitive personal issue, please talk to one of the EAP counsellors.
- **Illness and injury** – Suffering from an illness or injury, is a difficult time in anyone's life. Whether it's you that is ill, or someone close to you, the EAP can lend support, assistance and guidance through the hardest times.

Let the EAP help you

Just talking to someone can really help - whatever the issue.

We actively encourage you to speak to Care first whenever you feel you need some objective impartial support.

To speak to a qualified counsellor, contact Care first on:

0800 015 5630

Calls to this number are free of charge from a landline and mobile phone. Calls are recorded.

Online services

In addition to the support available from the helpline, you also have access to a website full of invaluable information.

eap-carefirst.com is a web-based information and support resource, provided by Care first that is designed to assist you with the challenges of daily life.

Through the site you also have access to monthly webinars, which focus on a variety of useful topics.

For more information on the EAP service, please visit:

eap-carefirst.com

To enter the website please use the login details provided by your employer.

Help and support on the move with EAP in your pocket

You have access to established Employee Assistance services via the EAP in your pocket app. The app provides easy access to:

- **Stress Free Island** – to help you cope with the stresses of hectic life. Stress Free Island is a mobile tool to help you manage conditions such as anxiety, stress and depression. Let 'DAP', the app's friendly character, show you different ways to cope and help you build resilience. Use it to track and record how you feel, learn about different ways of thinking about a situation and guide you to support if and when you need it.
- **24/7 counselling** – provided by Care first's BACP accredited counsellors
- **Care first Lifestyle** – an information resource containing advice, articles and webinars on a range of every day topics
- **Care first's Information Specialists** – contactable directly from the App for help and practical advice on a range of subjects either work related or personal.

Having someone to speak to, or access to useful information, as and when it's needed, could be invaluable.

To register for the app visit:

care-first.co.uk/signup

Please speak to your employer for your access code.

For technical help when using the app please contact:

help@thrive.uk.com

The EAP service is provided by Care first. It is a non-contractual benefit facilitated by Aviva and it can be withdrawn by Aviva at any time without notice.