



## Dealing with life's events can take its toll. Whether they are home or work related we all need a helping hand.

Your EAP can be a vital and invaluable source of help to ensure your team members get timely and professional support to help get back to their 'best self'.

### Who can use the service?

Your EAP is free to use for all UK-based employees.

### How can my team access the EAP?

Go to online at [www.my-eap.com](http://www.my-eap.com)  
EAP log in code:

Call **0800 111 6387**

### Do I need to make a referral for my employee to access the EAP?

No, your team member can access the service by using the contact details above, however you can refer a team member to the EAP for a Wellbeing Check if you are concerned about them.

### What issues can they help with?

Any issue that affects day-to-day life such as debt, health, stress, work, legal issues, bereavement or relationships.

### What time does the service operate?

My-EAP is available 24 hours a day, 7 days a week.

### What qualifications do the counsellors have?

All counsellors are professionally qualified and fully accredited by the by the British Association for Counselling and Psychotherapy (BACP).

### Is there a limit to how many times an employee can access the service?

Both you and your team members can use as much as they need, but are limited to six sessions per issue, each year.

### Is the service confidential?

Yes. Every telephone or face-to-face counselling session is completely confidential. All information provide to the counsellors will be kept confidential unless there is serious risk of harm to themselves or others.

### How can someone access the EAP?

Visit [www.my-eap.com](http://www.my-eap.com) use access code:

Once login is completed the portal provides access to factsheets, videos, podcast and health checks.

**Call the Management  
Support line FREE**

**Monday-Friday 8am - 6pm**

**0800 111 6385**