

Your employee assistance programme (EAP) is a **confidential service**, run independently by **Help Employee Assistance Programme**, a leading provider of EAPs in the United Kingdom.

Telephone Helpline

Sometimes just talking through a problem can help to reduce its impact. Our free-phone telephone helpline service is confidential and available 24 hours a day, 365 days a year to provide professional support to you on a range of personal and work-related issues. Examples include -

- Stress, anxiety and depression;
- Alcoholism;
- Addiction and dependency;
- Bullying and harassment;
- Intimidation, discrimination or conflict at work;
- Traumatic incident support;
- Bereavement;
- Relationship issues;
- Care problems related to children, elders and disability;
- Neighbour or consumer issues;
- Gay, lesbian and gender issues;
- Domestic violence;
- Ill-health retirement;
- Government benefits;
- Managerial support in handling staff issues;
- Workplace mediation;
- Gambling;
- Eating disorders;
- Illness of a family member;
- Health, lifestyle and diet;
- Redeployment, relocation or redundancy;
- Debt management;
- Performance related problems

You may also be entitled to telephone or face-to-face counselling if deemed necessary by the helpline advisor.

Free legal information is available by telephone through your EAP helpline 24 hours a day, 365 days a year. It provides immediate practical and effective assistance and guidance at a time when it is most needed.

Counselling

For those who would benefit from counselling sessions, this service is short-term, taking a solution-focused approach to ensure you feel fully reassured and energised back to health. Counselling gives you the opportunity to talk through any concerns or difficulties you may be experiencing with a professional counsellor.

Counselling can either be online, telephone or face to face and is based on clinical need. With telephone counselling, we can make an appointment for you straight away with the counsellor you have been speaking to. If face-to-face is the most appropriate form of counselling, then we refer you back to OH or your line manager (if management referral) to arrange face-to-face sessions with a counsellor at OH Offices at Strathbrock Partnership Centre.

Legal and Financial Information

Very few people are untouched by the operation of law at some time or another during their lifetime. Situations such as property worries, consumer rights, motor related disputes, and personal injury claims contain elements where access to legal or financial information would be of great assistance.

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Online Services

Whether you are facing a challenge in your home life or at work, The HelpEAP website www.wlcouncil.helpeap.com is an online resource providing a comprehensive source of information on a range of issues - from stress and anxiety to life stage events such as pregnancy, caring for others and separation and divorce.

**To access the helpline service, call
[0800 0285 148] free 24 hours a day**

All services are confidential unless we consider there is a risk to yourself or others.