

## Employee Assistance Programme (EAP) ...What to expect when you call

### Life & Progress

In partnership with **Care First**

Freephone: **0800 083 3375**



#### Who answers the phone ?

If you require emotional support you can choose to hold the line to speak with a Counsellor, your call will then be answered by a professionally qualified Counsellor to support you in the moment. Alternatively, if you require practical advice and wish to speak with an EAP Information Specialist you'll need to press 1 on your telephone key pad.

#### What qualifications do the Counsellors and Information Specialists have ?

The EAP service employs BACP accredited Counsellors who are all Management trained and qualified with the minimum of a Diploma. The EAP Information Specialists are all Citizens Advice Bureau trained and are all Money trained experts. The Counsellors and EAP Information specialists are all experienced in helping people deal with all kinds of practical and emotional issues such as wellbeing, family matters, relationships, debt management, workplace issues, and much more...

#### What will the Counsellor ask me at the beginning of the call ?

The Counsellor will ask for the organisation that you're calling from; this is because the EAP supports a range of organisations across the UK all with different access to the service. The Counsellor will also ask for your name, this is just for rapport building and will not be passed back to your organisation because the service is confidential - nobody will know when or if you have accessed the EAP.

#### What support will be offered to me ?

Everyone has very individual needs for support, the EAP service provides short-term solution focussed counselling, so the Counsellor will assess your circumstances when you call to establish what the most appropriate form of support will be for you. It might be that you just need a brief conversation with the Counsellor that day, or it could be that you may benefit from a few more sessions. Counselling sessions can be provided either over the phone with the same Counsellor you speak to that day, or based on your assessment, it may be appropriate for you to see a Counsellor face-to-face or access some online based support.

#### How long would I have to wait to see a Counsellor ?

If following your assessment, it is considered appropriate for you to have face-to-face sessions, these are arranged normally within 3-5 working days and are provided within 15 miles of either your workplace or home – whichever is most convenient for you.

#### What are the benefits of telephone counselling ?

Having counselling over the phone means that it's always on your terms, the service is 24/7 and you're able to access support in a place that's comfortable for you to talk. The Counsellors you speak to over the phone are just as qualified as those you may see face-to-face and it also means that you don't have to worry about travelling to appointments around your work and home commitments.