



employeeassistance.org.uk

Go online for user-friendly information on personal, work and family issues. You can also login to book an appointment with one of our counsellors or advisors.

To login you'll need the access code allocated to your employer, which may be displayed on noticeboards or on your staff website. Alternatively, ask for your access code by emailing us at:

access-code@employeeassistance.org.uk



# How can we help you?

The screenshot shows the Employee Assistance ONLINE website interface. At the top, there is a search bar and a login field with the text "Enter your access code to log in." Below this, a navigation menu includes "How can we help you?" and "What happens when you call?". The main content area features a heading "How can we help you?" followed by "Your confidential counselling and advice service". A text block states: "We all face challenges in life that can result in worry, frustration and distress. You may need specialist legal or money advice, or personal support and guidance. We are here to help you. You just need your access code, given by your employer, which confirms they have made this website and helpline available." Below this, there is a "Managers" section with a list of services: "Managing staff", "Helping someone in a crisis", and "Absence management". The main content is organized into a grid of service categories, each with a list of specific services:

- Laws & rights:** Employment laws, Property & housing, Crime, police & legal aid, Consumer & contract rights, Wills & inheritance.
- Emotional help:** Stress & resilience, Depression & anxiety, Bullying, Bereavement & loss, Suicide.
- Work:** Dismissal & termination, Disciplinary, Bullying & handling confrontation, Hours, leave & pay, Redundancy.
- Your health:** Pregnancy, Workplace absence, Personal injury, Stress & resilience.
- Family:** Working rights for parents, Divorce, separation & child custody, Disability & special needs children, Teenagers.
- Older people:** Pensions, Elder care & power of attorney, Additional benefits for the elderly, Time off to care for dependents, Bereavement & loss.
- Money:** Pay, bonuses & commission, Pension, Dealing with debt, Taxation, Benefits.
- Relationships:** Divorce & separation, Counselling & mediation, Bullying & handling confrontations.
- Addiction:** Substance & gambling addiction, How do you know if its addiction?, Support for family & friends, Rehabilitation & support.

- ✓ Confidential support
- ✓ Counselling and advice
- ✓ 24/7 freephone contact

Legal  
Housing  
Consumer  
Wills  
Immigration  
Legal Aid  
Employment  
Crime  
Emotions  
Panic  
Depression  
Anxiety  
Resilience  
Worries  
Suicide  
Bereavement  
Work  
Disciplinary  
Absence  
Dismissal  
Terms and Conditions  
Stress  
Bullying  
Hours  
Health  
Wellbeing  
Disease  
Injury  
Diet  
Mental Health  
Pregnancy  
Infirmary  
Absence  
Family  
Parents  
Disability  
Education  
Custody  
Separation  
Teenagers  
Older People  
Nursing  
Pensions  
Wills  
Dependants  
Benefits  
Housing  
Death  
Money  
Debt  
Tax  
Benefits  
Loans  
Allowances  
Pay  
Budgeting  
Insolvency  
Relationships  
Partners  
Counselling  
Divorce  
Mediation  
Family  
Separation  
Addictions  
Rehabilitation  
Dependence  
Alcohol  
Gambling  
Drugs  
Support  
Legal  
Housing  
Consumer  
Legal Aid  
Immigration  
Wills  
Employment  
Crime  
Emotions  
Depression  
Anxiety  
Resilience  
Bereavement  
Worries  
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Housing  
Death  
Money  
Benefits  
Allowances  
Budgeting  
Debt  
Tax  
Loans  
Insolvency  
Pay



Medigold Health is a leading supplier of corporate wellness and occupational health solutions, offering a comprehensive services portfolio, keeping people in work, safe and well.  
medigold-health.com



This helpline is provided by Wellbeing Solutions Management (WSM), Medigold Health's psychological services partner. WSM provides: EAPs, critical incident support, mediation, and HR-led counselling referrals.  
wsm-wellbeing.co.uk





This helpline offers you and your family counselling and advice on a variety of personal, family or workplace issues.

The service is paid for by your employer and is provided by a professional organisation, *Medigold Health* in partnership with *Wellbeing Solutions Management*. There is no cost to you and all calls are confidential.

Whatever our age, background or role in life, from time to time we all have problems – whether personal, family, or work-related. Talking to a counsellor or an advisor can help us understand a problem, try a different approach or just learn how to cope with a situation that we can't change. Our aim is to help you find your own solution to whatever is worrying you.

## Confidentiality

This is a confidential and anonymous service provided by an independent organisation. No personal or identifying information is communicated to your employer.

Only in the most extreme and unusual circumstances would your confidentiality and anonymity ever be broken, for example, if our clinical professionals considered that you may be a significant danger to yourself or others around you. In these circumstances, you would be informed when this happens.



Legal



Older People



Emotions



Money



Work



Relationships



Health



Addictions



Family



## How to get Support

### Making Contact:

You and any family member (living at your address and aged over 16) can contact the Employee Assistance Helpline 24-hours a day, 365 days a year. We'll ask for the name of your employer and a convenient time for one of our counsellors or advisors to call you back.

Alternatively you can book an appointment online: [employeeassistance.org.uk](http://employeeassistance.org.uk)

### Emotional Support:

If you would like the support of a counsellor, we will arrange a telephone counselling session at a time to suit you. Our counsellor may recommend further counselling sessions to help you overcome a more troubling issue.

### Practical Advice:

If you need professional advice or factual information on any legal, money, health, work or personal issue, we can arrange for a free telephone consultation with one of our many specialist advisors.

### 24/7 freephone:

# 0800 328 1437

From outside the UK: +44 (0) 1482 661 814

Minicom: 01482 661 911 (8.30 am – 6.00pm)

### Online:

# [employeeassistance.org.uk](http://employeeassistance.org.uk)

