

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 website interface. At the top, there is a logo for 'Employee Assistance ONLINE' and a search bar with a 'Log in' button. Below the search bar, there is a phone icon and the text 'Call us 24 hours a day on: 0800 328 1437'. The main heading is 'How can we help you?' followed by 'Your confidential counselling and advice service'. A sub-heading reads: '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 area is divided into several categories, each with a list of 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 Consu  
Wills Immigration  
Legal Aid Employmen  
Crime **Emotions** Panic  
Depression Anxiety Resilien  
Worries Suicide Bereavement  
**Work** Disciplinary Absence  
Dismissal Terms and Conditions  
Stress Bullying Hours **Health**  
Wellbeing Disease Injury Diet  
Mental Health Pregnancy Infirmity  
Absence **Family** Parents Disability  
Education Custody Separation Teen  
**Older People** Nursing Pensions  
Wills Dependants Benefits Housin  
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 Immigrat  
Wills Employment Crime **Emotions** Depress  
Anxiety Resilience Bereavement Worri  
Panic Suicide **Work** Disciplinary Stre  
Dismissal Terms and Conditions Bullying  
Hours Absence **Health** Wellbeing  
Disease Injury Pregnancy Mental He  
Diet Absence Infirmity **Family** Pa  
Teenagers Separation Custody Dis  
Education **Older People** Nursing  
Pensions Wills Dependants Benefits  
Housing Death **Money** Benefits  
Allowances Budgeting Debt  
Tax Loans Insolvency  
Pay



**Employee  
Assistance**

HELPLINE

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)**

