

Employee Assistance Programme

Your EAP provides proactive, practical information and emotional support to help you to manage and reduce the impact of all of life's events, both at home and at work.

The service is available 24/7 and is completely free and confidential. Our specially trained, legal and information team can help to resolve issues around: debt, legal concerns, consumer and care etc. whilst our counsellors are on hand to manage any emotional concerns. Our manager support team can provide invaluable support to managers to maximise their team's performance and their own personal impact.

Our fully case managed network of over 1000 fully BACP accredited counsellors and therapists deliver session-based support, usually within a maximum of 15 miles of home or work and within 5 working days from initial assessment.



- ✓ 24/7/365 access to telephone counsellors
- ✓ Manager support helpline
- ✓ Post-trauma critical incident support
- ✓ Legal, debt and practical life management helpline
- ✓ Online self-help EAP portal
- ✓ Day 1 intervention for stress manager referral
- ✓ Structured counselling: by telephone, face to face or online
- ✓ Telephonic career coaching
- ✓ Monthly well-being newsletters



Telephone helpline

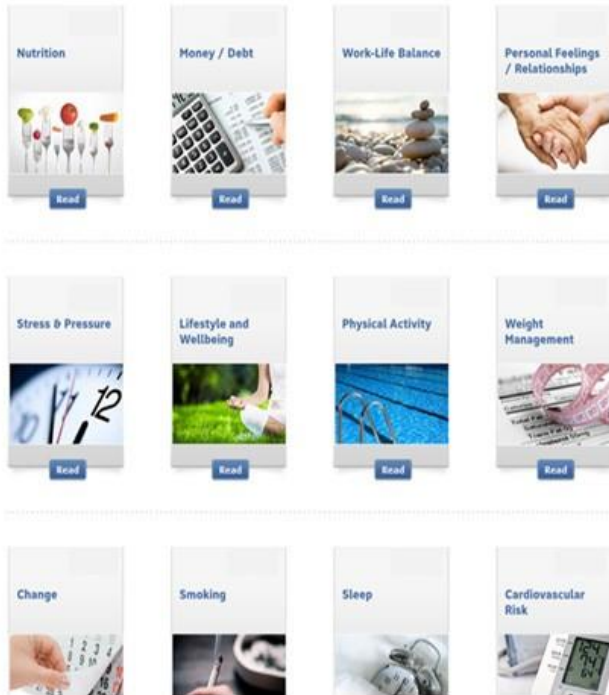
Your EAP includes a free-phone, confidential and unlimited helpline service, available 24 hours a day, 7 days a week, 365 days a year. Calls are answered by accredited counsellors or information specialists' dependent on whether the need is for emotional or practical support.

Debt management support

Our debt management service goes further in tackling the root cause of debt to enable you to reduce or remove the impact of debt. From budgeting advice to negotiating with creditors through to a full review of monthly outgoings.

Legal and information

The legal and information team provide Citizens Advice Bureau type information around topics such as: consumer, relationships, family and care, as well as signposting to additional resources.



To access your EAP

Online: www.my-eap.com username: **CSUwell**

Tel: 0800 1116 387

From Abroad: +44 845 330 5132

For Manager Support: 0800 1116 385 (9am - 6pm Mon- Fri)

Employee career coaching

We provide access to specialist telephonic career coaching. You can access 1x 50min session per annum with a career coach to discuss internal career development.

Management support

The EAP provides access to a dedicated Manager support helpline to help resolve issues such as: conflict, mental health, having difficult conversations, managing stress, performance and attendance. Advice can be provided over the telephone but can also be accessed via the dedicated manager section on the online EAP.

Immediate emotional support

Our Counsellors and Senior Case Managers are available 24/7/365 to provide emotional support. Our Counsellors operate within the BACP ethical and professional guidelines.

Session based counselling

Where appropriate, you will have access to up to 6 sessions of structured, session based counselling, either telephonically, online or face to face within 15 miles of your location. As each individual's issue is different, we utilise a range of evidence-based therapies that best align to your issue to achieve the greatest possible outcome.

Online EAP / Health and wellbeing portal

Our Online EAP is a secure and personalised website designed to offer self-help and guided support to manage all of life's issues. The portal provides access to a broad range of fact-sheets, surveys, podcasts, a Health Risk Assessment (HRA) tool, and links to additional services and resources such as: NHS Choices and GOV.UK

