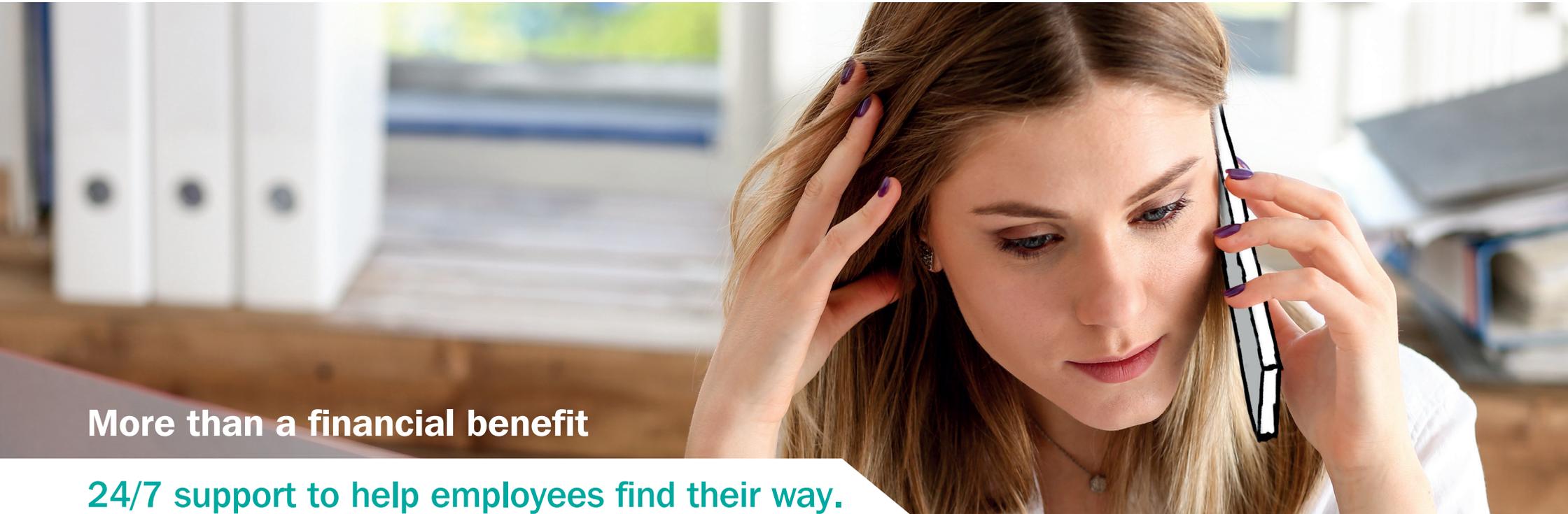




Understanding
EmployeeCare



More than a financial benefit

24/7 support to help employees find their way.

EmployeeCare is an Employee Assistance Program (EAP)



What's Included?



Confidential Counselling

Employees can call our 24/7 helpline anytime

A qualified counsellor will be happy to listen and help you with advice on how best to deal with your concerns. Based on your conversation they may:

- Recommend up to four counselling sessions¹ (face-to-face or over the phone), or
- Put you in touch with charities or support groups in your area



Work Life Services

A financial and legal helpline.²

Guidance on a range of everyday issues like debt, buying your first home, tax and divorce.



EmployeeCare Website and App

Online support

Online employee support service designed to help maintain a work/life balance including advice on mental wellbeing, lifestyle, family support and money issues.

Call **FREE** any time of the day or night on
0800 917 9330

¹ Available once a year for each issue

² Monday to Friday 8am to 8pm excluding bank holidays. Legal and financial calls are limited to 15 minutes and one consultation per issue.

Easy Access to Counselling



Debt



Legal or
Financial



Stress or
Mental Health



Work



Childcare

Start by phone

- ✓ Be ready with your company name and enough time to complete the set of core questions the telephone counsellor will ask.
- ✓ Call 0800 917 9330. A qualified counsellor will talk with you and determine the most appropriate treatment journey for your situation.
- ✓ Your telephone counsellor will offer you customised advice and actionable steps. Based on a preliminary conversation this could include: face-to-face counselling, relevant charities or practical support.

Go online, or download the app

Website

Visit www.myemployeecare.com

Enter the username **72221** and password **employeecare** to access the website.

App

Download the mobile app from the Apple or Google Play stores; simply search '**LifeWorks**' and look for the Lifeworks logo. Click '**Log in**' and enter the username **72221** and password **employeecare** to access the app.



Your Questions Answered:

Who can use the service?

EmployeeCare is free to use for all UK-based employees.

What issues can I discuss?

Any issue that affects your day-to-day life such as debt, health, stress or work issues.

Can I use the service anytime?

Yes. You have access to EmployeeCare 24 hours a day, 7 days a week.

Can I get legal advice?

Yes. EmployeeCare have a qualified legal team 'Work Life Services' who can assist you with confidential legal and financial advice. If they're unable to offer you the exact advice, they'll refer you to the correct services and support.

What qualifications do the counsellors have?

All counsellors are professionally qualified and the advice given has been accredited by the British Association for Counselling and Psychotherapy (BACP).

Can I use EmployeeCare multiple times?

Yes. You can use the telephone service as much as you need, but counselling sessions are limited to four sessions per issue, each year.

Is the service confidential?

Yes. Every telephone or face-to-face counselling session is completely confidential and will not be discussed with your employer. All information you provide to your counsellor will be kept confidential unless there is serious risk of harm to yourself or others.

How do I access EmployeeCare?

Visit www.myemployeecare.com and register using your own username and password. This will allow you to access all of the health and wellbeing resources, podcasts and articles.

How are calls structured?

Every call is different but is structured in a similar way to make sure you're asked the right questions and receive tailored advice and support that suits your individual needs.

What if I want more than four counselling sessions?

Following your conversations with your counsellor, you may feel you'd like additional sessions. These would fall outside of your EmployeeCare coverage and you would need to discuss how to proceed with your employer.

**Call FREE any time of the day or night on
0800 917 9330**

Lucy's story

Debt problems

Constant requests from various lenders were taking their toll on Lucy's health, both mentally and physically. Suffering from anxiety and depression and not knowing how to get her financial situation stable again, she decided to ask for help.

The root cause

Despite undergoing a reduction in her work hours, Lucy hadn't curbed her spending to match. With support from EmployeeCare counsellors, she identified her reasons for spending beyond her means. As it turned out, the only time Lucy felt valued and respected was when she was being served in shops. This resulted in her out-of-control spending.

Getting back on track

Helping Lucy understand she could feel valued and appreciated without the need for spending was the next step. Once she realised this, a plan was devised as to how she could start repaying her debts. By the end of Lucy's counselling sessions, she had regained her confidence and was able to adjust her lifestyle and spending patterns to suit her income.

This is a real EmployeeCare case study. In order to respect the privacy of members, personal details have been modified.

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0800 917 9330**

