

For use by employees.



The Employee Assistance Programme

Qualified support for life's ups and downs



Welcome to the Employee Assistance Programme – your personal support service.

This guide gives you all the information you need to get the most out of this valuable benefit.

Please keep everything safe as you may need this information in future – particularly if you want to contact the Employee Assistance Programme (EAP).



Life's a journey and every road has a few bumps

Buying a new home, illness, managing money, relationships and raising children – just a few of the events we might experience, which makes life both exciting and challenging.

Available to you as part of your employer's Group Protection policy, the Employee Assistance Programme (EAP) gives you access to a 24/7 counselling team. They can provide in-the-moment practical information and advice services around issues that may be affecting you at home or at work.

Provided by Care first, the EAP also offers access to a team of trained counsellors from The British Association for Counselling and Psychotherapy (BACP) who can offer emotional support at difficult times.

To speak to a qualified counsellor, contact Care first on:

 0800 015 5630

Calls to this number are free of charge from a UK landline or mobile phone. Calls are recorded and monitored.

You are still able to speak with a member of the Care first team if you are temporarily outside of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

An alternative telephone number is in place for overseas callers of **(+44)1452 623368**.

Calls to this number from an overseas location are not free of charge from a landline or mobile.

This service is a non-contractual benefit Aviva can change or withdraw at any time.

The EAP is provided by Care first and is available to all employees who are permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

How the EAP can help you get back on track

24-hours a day, 365 days a year, you can access your own personal support system – just by picking up the phone. Whether it's practical advice, or counselling support, the EAP is there to help you.

The services provided

✓ Counselling services

- BACP accredited counsellors can provide in-the-moment advice and support to help you work through your concerns and deal with anxiety or stress with short-term solution focused therapy.
- All calls are treated as confidential, unless Care first consider there is a risk of serious harm to anyone else.

✓ Information services

- The programme's information services can equip you with essential knowledge to help you address everyday challenges at work or in your personal life.
- They aim to answer your queries and offer immediate help or if necessary, refer you to an adviser or BACP counsellor. If it's a question requiring further information, you'll be passed to an appropriate adviser. **Lines are open Monday to Friday between 8am and 8pm.**
- The service is designed to provide you with professional, independent and impartial, information and support. The programme is a confidential service available to all employees.

✓ 24/7 counselling helpline

- The Employee Assistance Programme also includes access to a 24/7 helpline for in-the-moment support from BACP qualified counsellors.

What we can help you with

Unlike many helplines, the EAP is not just here for life's crises. Everyday issues such as the stresses of moving house, managing money, a family crisis, illness or injury or returning to work after a break - all can raise questions which can benefit from discussion.

So whether you'd like advice on a problem you're facing, or support with managing anxiety, you can rest assured that help is on hand for any in-the-moment support you may need.

Whether it's to help you prepare for a challenge and gather essential information, or get some sound and confidential advice on a life event that's affecting you or your family, through EAP you have access to advisers who are trained to help.

Don't let a bump in the road slow you down

Life can present many challenges – some you can anticipate, whilst others come completely unexpected. The EAP is here to support you through situations such as:

- **Managing money** – Financial issues can have a significant impact on our personal and professional lives. Whether you need guidance on budgeting, credit cards, pensions or savings, the EAP is there to help.
- **Relationships** – The relationships we have with the people around us have a fundamental effect on our lives. When those relationships become strained, whether due to issues such as divorce and separation from a partner, or conflict with a relative, friend or colleague, the EAP can offer guidance and advice to help you through such times.
- **Moving house** – Although it should be simple, buying a house can be one headache after another – but Care first's advisers are on hand to support you through the process.
- **Family life** – Pregnancy, birth and adoption can all be times of strain and worry. And it might not stop there. Raising children can be the best and yet hardest time of your life. Whether they're toddlers or teenagers, there may be times when you need advice or guidance. The EAP can help on these and other family issues such as schooling, peer pressure and work/life balance.
- **Work** – What's the best way to approach a move to a different role? What's the best way to build relationships with colleagues? How do you best manage work pressures and deadlines? Speak to Care first if you want to discuss any of these topics, or any other issue related to the workplace (Please note that Care first cannot advise on disputes or dissatisfaction with your employer or their processes).
- **Returning to work after a break** – Whether it's following maternity leave or an illness, the EAP can offer you useful advice to make the transition back to work that much easier.
- **Retirement** – The transition into retirement can be a time of difficulty and confusion for some. Whether it is about helping you adapt to your new financial status or adjusting emotionally to the next phase of your life, you need to make sure you're as best prepared as you can be.
- **Family crises** – A family crisis can sometimes be overwhelming. Bereavement, disputes and caring for relatives are all sensitive topics that the EAP counsellors can help with.
- **Personal crises** – You don't have to go through an unexpected personal tragedy such as divorce, abuse or racial discrimination alone. If you find yourself faced with a sensitive personal issue, please talk to one of the EAP counsellors.
- **Illness and injury** – Suffering from an illness or injury, is a difficult time in anyone's life. Whether it's you that is ill, or someone close to you, the EAP can lend support, assistance and guidance through the hardest times.

Help and support on the move

You can also access the EAP service on a smartphone via the Thrive: Mental Wellbeing app. The app provides easy access to:

- ✓ **Thrive: Mental Wellbeing**
 - A confidential, secure app that gives you simple, effective evidence-based tools to improve your mental wellbeing. The app uses clinically validated screening tools and cognitive behavioural therapy methods to screen for conditions, whilst helping you manage specific stress triggers, retrain unhelpful thoughts and learn helpful relaxation techniques. Use it to track and record how you feel, learn about different ways of thinking about a situation and guide you to support, if and when you need it.
- ✓ **24/7 counselling**
 - Provided by Care first’s BACP accredited counsellors, explained in this brochure.
- ✓ **Care first Lifestyle**
 - An information resource containing advice, articles and webinars on a range of every day topics which has also been described in this brochure.

Having someone to talk to, or the ability to access useful information - as and when you need it - could be invaluable.

Follow the steps below to download and install the Thrive: Mental Wellbeing app:

- 1 Download the 'Thrive: Mental Wellbeing' app from the App Store or Google Play. Mobile data charges may apply. Please see the terms and conditions and the privacy policy in-app before signing up.
- 2 Open the app and select 'Sign Up'
- 3 Enter your chosen email address and password
- 4 Enter your access code, which you should request from your employer
- 5 You'll then receive an email asking you to validate your email address so you can complete your registration
- 6 Once verified, go into the app and log in using your email address and password

The terms and conditions and the privacy policy can be read in-app before signing up.

For technical help when using the app please contact:

✉ help@thrive.uk.com



Let the EAP help you

Just talking to someone can really help - whatever the issue.

We actively encourage you to speak to Care first whenever you feel you need some objective impartial support.

The Employee Assistance Programme is available 24 hours a day, 365 days a year on 0800 015 5630*

The Information Specialist service is available Monday to Friday between 8am and 8pm.

The counselling helpline is available 24 hours a day, 7 days a week.

*Calls to this number are free of charge from UK landlines and mobile phones.

Calls are confidential unless Care first believe there is a risk of serious harm to anyone and they may take appropriate action if needed.

Online services

In addition to the support available from the helpline, you also have access to a website full of invaluable information.

eap-carefirst.com is a web-based information and support resource, provided by Care first that is designed to assist you with the challenges of daily life.

Through the site you also have access to monthly webinars, which focus on a variety of useful topics.

Visit eap-carefirst.com

To enter the website, please use the log in details provided by your employer.

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Need this in a different format?

Please get in touch if you'd prefer this brochure (GR02055) in large font, braille, or as audio:

How to contact us?

📞 0800 068 6800

✉️ contactus@aviva.com

🌐 MyAviva.co.uk

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GR02055 12/2022 (62305)

