

## What is an Employee Assistance Programme?

An employee benefit giving you and your family practical and emotional support for any of life's challenges. Freephone access 24 hours a day, 365 days to year to qualified professional specialists for resolving personal or work issues. Independent, confidential and impartial service.

## What type of things will this assist with?

The service will help you to address numerous issues and concerns but these could include: Family or relationship issues, stress at work, legal problems, money or debt worries.

## What is the Management Support?

The scheme provides managers with the opportunity to discuss with a trained professional how best to approach employee issues where there is an emotional element causing concern.

## What happens if there is a conflict of interest relation to work legal matters?

Employees would be referred back to their organisation's policies. If a solution is unable to be found internally, the employee will be referred to ACAS or the Citizens Advice Bureau.

## How do you define immediate family members?

The scheme is available to employers, their partners/spouses and any dependants living in the same household.

## English is not my first language – are there any other languages spoken?

There are several different languages spoken by the EAP team. Every possible effort will be made for you to talk to someone who speaks a language that you are comfortable communicating in.

## Are the calls recorded?

The counselling calls are not recorded, but legal calls are recorded.