



The Employee Assistance Programme

Qualified support for life's ups and downs

| Retirement | Investments | Insurance | Health |



Care first

Your EAP provided by Care first in association with Aviva

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

This guide has been developed to provide you with 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).

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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 experience, making the journey both exciting and challenging. Through the EAP provided by Care first, you can rest assured you have an expert team to help you plan the highs and support you through the lows.

With access to the EAP you now have 24-hour personal assistance. At any time, day or night, you can talk in confidence to a qualified adviser. All calls will be treated as confidential (unless Care first consider there is a risk of serious harm to yourself or anyone else) and for that reason they will not monitor or record your call.

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

0800 015 5630

Calls to this number are free of charge from a landline and mobile phone.

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 professional advice, or counselling, the EAP is there to help you.

The services provided

- **Counselling services**

Qualified counsellors can provide advice and support to help you work through your concerns and deal with anxiety or stress.

- **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 counsellor. If it is a question requiring further information, you will be passed to an appropriate adviser.

The Employee Assistance Programme is a free service, designed to provide you with professional, independent and impartial, information, support and counselling. The programme is a confidential service available to all employees.

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What issues can you call with?

Unlike many helplines, the EAP is not just here for life's crises. Everyday issues such as getting married, moving house and even childcare can raise questions which can benefit from discussion. So whether you need a shoulder to cry on or an ear to listen to you, you can rest assured that help is on hand.

Through the EAP, you now have access to qualified advisers who are trained to help. 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, you should feel free to call. The EAP can help with both the expected challenges and the unexpected crises.

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, arranging a mortgage, dealing with estate agents, finding the right solicitor and even organising the removal company can be one headache after another – but Care first's advisers are on hand to explain the process and help you through every step of your move.
- **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? What can you do to help develop your career? Speak to Care first if you want to discuss any of these topics, or any other issue related to the workplace (excluding contentious advice).
- **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.

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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.

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Online services

In addition to the help and 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.

For more information on the EAP service, please visit:

www.eap-carefirst.com

To enter the website please use the login details provided by your employer.

Help and support on the move

All Aviva Group Income Protection customers have access to established Employee Assistance services via the Care first EAP in your pocket app. The app provides easy access to:

- **Stress Free Island** – a proactive digital prevention tool to help manage stress and anxiety
- **24/7 counselling** provided by Care first's BACP accredited counsellors
- **Care first Lifestyle** – An information resource containing advice, articles and webinars on a range of every day topics
- **Care first's Information Specialists**, contactable directly from the App for help and practical advice on a range of subjects either work related or personal.

Having someone to speak to, or access to useful information, as and when it's needed, could be invaluable.

To register for the app visit **www.care-first.co.uk/signup**. Please speak to your employer for your unique access code.

For technical help when using the app please contact:

help@thrive.uk.com

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