

Employee Assistance Programme



Life & Progress

Confidential information
and counselling

Confidential care and support

Your Employee Assistance Programme from **Life & Progress** is here to help you. The service provides practical information, resources, and counselling to help you balance your work, family and personal life.

Available no matter when or where, anytime, any day, support is just a telephone call away. You can even find support online. There is no limit to the number of issues you can gain support on and there is no cost to use the service.

Counselling

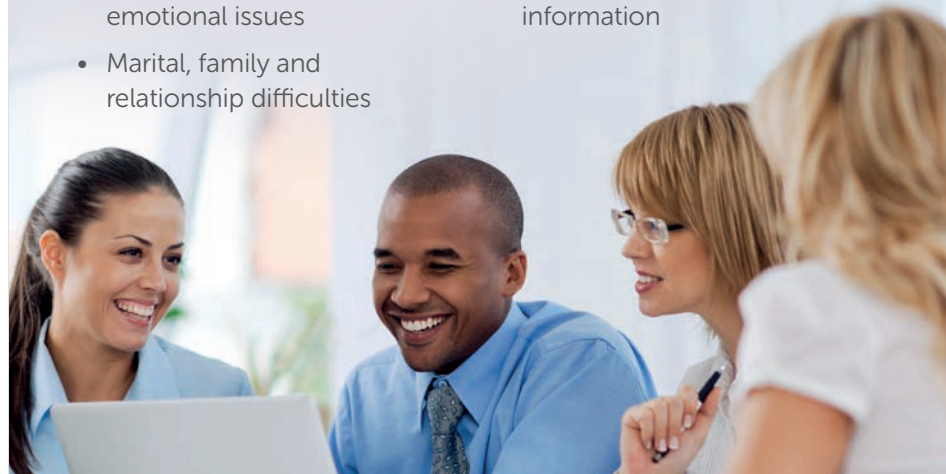
You are encouraged to contact the service as soon as an issue presents itself and before matters become more serious.

The service can offer support to help you cope successfully with life events, helping you stay happy, healthy and fully focussed on life and work.

Issues covered

Your **Life & Progress EAP** can gather information and offer support on a wide range of work, family and personal issues, including but not limited to:

- Work-life balance
- Everyday living - specialist information and guidance
- Personal performance and time management
- Workplace pressure
- Stress, anxiety and depression
- Psychological and emotional issues
- Marital, family and relationship difficulties
- Bereavement and loss
- Childcare and parenting challenges
- Elderly and disability care
- Debt counselling and budget management
- Traumatic incidents or life changing events
- Health and wellbeing information





Is the service really confidential?

Yes. Confidentiality is at the heart of the **Life & Progress EAP** and the service representatives and counsellors are bound by their Professional Code of Practice. The service is completely independent from your employer.

When you contact the service, the only information required from you initially is the name of the organisation you work for. Any additional information you share is at your own discretion and appropriate to your need.

You do not have to inform anybody else that you have used the service. There is no limit to the amount of calls you can make. To access the service please find your Support Card with Access Freephone Number:

Accessing the service

The service can be accessed at any time simply by calling into the service on the Freephone number. Upon speaking to a trained service representative, you will be supported and they will help you determine the best course of action to resolve your issue.

You may benefit from simply talking with the service representative, or you may wish to receive more specialist support or counselling.

Whatever your situation the service will help – and if appropriate, put you in touch with an expert who will assist you with the issues you are facing.

Life & Progress

FREEPHONE 01234 567890

Outside the UK: +44 (0) 20 8987 6550

MINICOM: 020 8987 6574

example flyer only



**Support and advice when you need it
24 hours a day, 365 days a year**



The right help at the right time

**The service is available around-the-clock,
24/7, over the telephone and online.**

The service aims to answer your questions quickly and will also refer you to the most appropriate source of support, including counselling, legal, financial, childcare and consumer experts.

Assistance Programme

Confidential information and counselling



Life & Progress



Tackling stress & anxiety



Work-life balance



**Health & wellbeing
advice**



**Around-the-clock
support**

Call us today in confidence

Freephone

01234 567890

Example flyer only

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