



HELP | Employee Assistance

EMPLOYEE ASSISTANCE PROGRAMME

For confidential, independent and unbiased information and guidance from a team of trained wellbeing and counselling practitioners,

contact us on 0800 032 9857

Confidential support

24 hours a day, 7 days a week

HOW CAN WE HELP YOU?

Emotional, health and social problems can affect many of us from time to time. They can cause great personal distress and affect our quality of life, both at home and at work. The Employee Assistance Programme (EAP) provides professional support and guidance for employees and immediate family* experiencing such issues.

CONFIDENTIALITY

Employees can trust that the Employee Assistance Programme treats all information confidentially whether obtained directly or indirectly.**

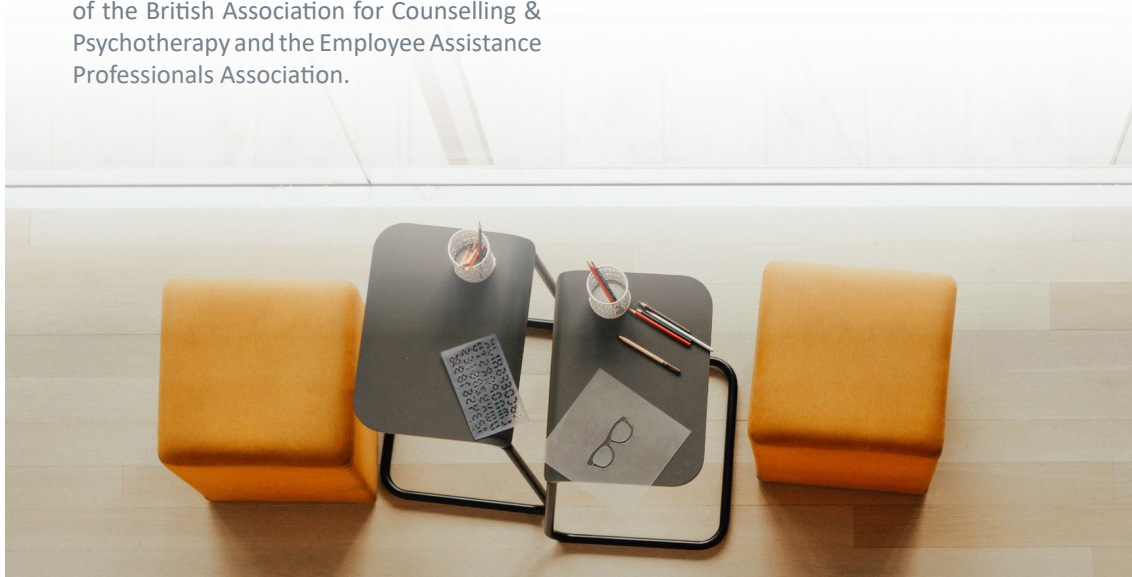
The employee assistance programme is provided by an external company and is bound by the professional code of ethics of the British Association for Counselling & Psychotherapy and the Employee Assistance Professionals Association.

THE EAP

If you are experiencing issues either at home or at work, the Employee Assistance Programme (EAP) is on hand to provide you with expert guidance. Our team of wellbeing and counselling practitioners offer confidential, independent and unbiased information and guidance.

We provide this in a range of ways – by telephone, on-line and through face-to-face appointments. We are available at any time of the night or day, 365 days of the year.

You can contact the Employee Assistance Programme by calling **0800 032 9857** or visiting <https://somerstft.optimise.health>

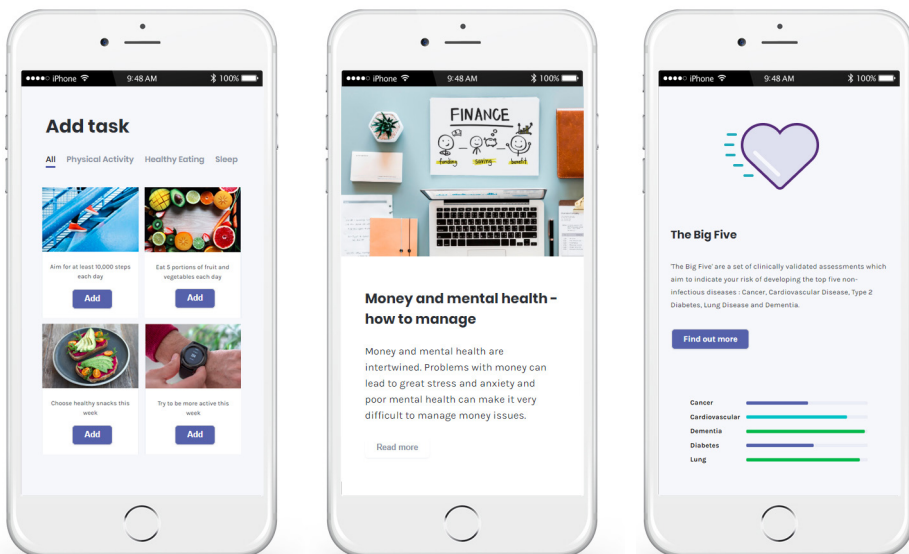


OPTIMISE

Your overall wellbeing is important to us so we are also delighted to offer you access to Optimise, a comprehensive wellbeing assessment that you and your family can take at any time. It provides personalised wellbeing content tailored to your responses and has an extensive library of wellbeing information for you to access at any time, including videos, podcasts and Ted Talks.

You will also be able to access 'The Big Five' assessments. 'The Big Five' are a set of clinically validated assessments which aim to indicate your risk of developing the top five non-infectious diseases: Cancer, Cardiovascular Disease, Type 2 Diabetes, Lung Disease and Dementia.

Optimise has four main assessment areas: Qealth, Finance, Energy, & Mental Health



The employee assistance programme offers support and information on:

HEALTH & WELLBEING



- Mental health
- Physical health
- Bereavement
- Alcohol & drug misuse
- Trauma

MONEY WORRIES



- Debt
- Gambling
- Financial Wellbeing

CARERS



- Childcare
- Eldercare

CONSUMER & LEGAL



- Family
- Neighbours
- Crime

FAMILY & HOME



- Relationships
- Children
- Social

WORK / LIFE



- Bullying & harassment
- Career / job stress
- Management support
- Sickness absence
- Work / life balance
- Personal effectiveness

*Note for immediate families:

- No counselling sessions shall be offered directly to immediate families unless the employee requests it and the couple or family counselling is being attended by the employee
- No legal or debt management services will be made available to immediate families.

**Confidentiality may be compromised in exceptional circumstances only. For example, where the employee is assessed as being a harm to themselves or to others, or is allegedly involved in a serious crime or where the law requires a disclosure. Should any of these situations occur we will always strive to discuss it first with the employee.