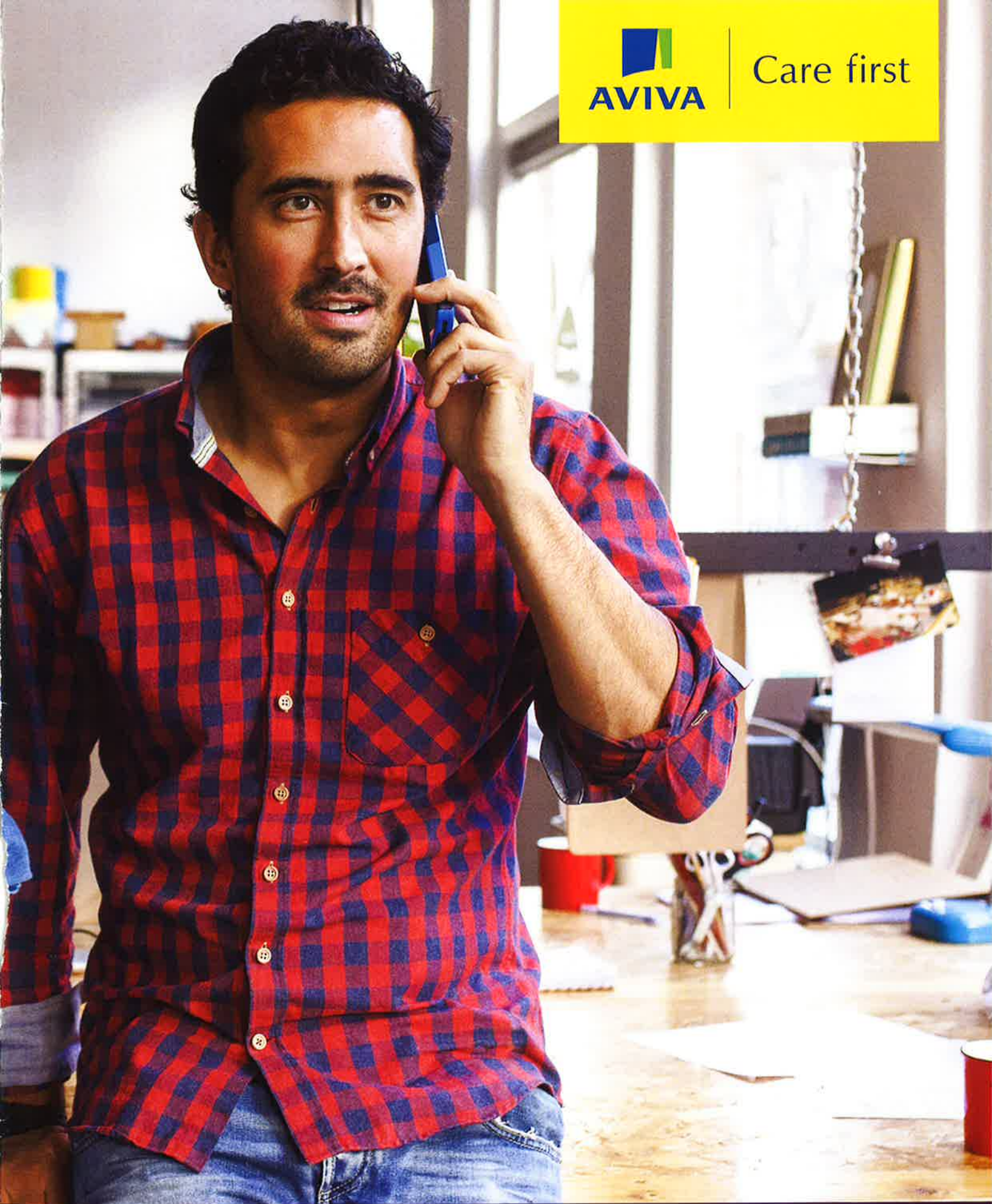




Care first



## The Employee Assistance Programme

Qualified support for life's ups and downs

For use by employees.



# 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 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 the EAP you have 24-hour personal assistance. At any time, day or night, you can talk in confidence to a qualified adviser. Please be aware that the EAP is for your use only (the employee), it cannot be used by your family.

The EAP service is provided by Care first. It is a non-contractual benefit facilitated by Aviva and it can be withdrawn by Aviva at any time without notice.

**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.  
Calls are recorded.

# 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**

Qualified 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 focused therapy.

All calls are treated as confidential, unless Care first consider there is a risk of serious harm to you or 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 counsellor. If it's a question requiring further information, you'll be passed to an appropriate adviser. Lines are open Monday to Friday, 8am - 8pm.

The service is free of charge, designed to provide you with professional, independent and impartial, information and support. The programme is a confidential service available to all employees.

## 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 organising a wedding, 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 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.

# Help and support on the move with the Thrive: Mental Wellbeing app

You have access to the Employee Assistance services via the Thrive: Mental Wellbeing app. The app provides easy access to:

- Thrive: Mental Wellbeing – NHS-approved app designed to not only help you manage common mental health conditions but also to detect the early signs and help prevent them from happening in the first place. 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
- 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.

## Follow the steps below to download and install the app:

1

Go to your app store, search 'Thrive: Mental Wellbeing' and download the app

2

Open the app and select 'Sign Up'

3

Enter your email address, select a password and enter the access code

4

You will receive a verification email with a link to verify your account

5

Once verified, go into the app and 'Log in' with your email and password

**Please speak to your employer for your access code.**

**For technical help when using the app please contact:**

**[help@thrive.uk.com](mailto:help@thrive.uk.com)**



# 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.

# 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.

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. Calls are recorded.

## 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.

For more information on the EAP service, please visit:

**eap-carefirst.com**

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



# Thrive: Mental Wellbeing

How to download and  
install the app

**1**

Go to your app store, search 'Thrive: Mental Wellbeing' and download the app

**2**

Open the app and select 'Sign Up'

**3**

Enter your email address, select a password and enter the access code **AVIVAIP1116**

**4**

You will receive a verification email with a link to verify your account

**5**

Once verified, go into the app and 'Log in' with your email and password

The EAP service is a non-contractual benefit facilitated by Aviva and it can be withdrawn by Aviva at any time without notice. The EAP service is provided by Care First.

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# Valuable support and information **that's always there**

## **Thrive: Mental Wellbeing app**

Mental health conditions don't work to a timetable. Anyone could need a helping hand to prevent, build resilience against and cope with life's stresses and strains at any time of the day or night.

Our new app – Thrive: Mental Wellbeing – is designed to not only help you manage common mental health conditions but also to detect the early signs and often prevent them from happening in the first place. So, help is always there when you need it.

### **THRIVE: MENTAL WELLBEING**

#### **Thrive: Mental Wellbeing**

NHS-approved app for the prevention, early detection and self-management of common mental health conditions.

### **CARE FIRST LIFESTYLE**

#### **Care first Lifestyle**

Advice, articles and webinars on a range of every day topics including relationships, childcare and bereavement.

### **24/7 COUNSELLING**

#### **Direct access to 24/7 counselling**

Provided by Care first's BACP accredited counsellors, if deemed clinically appropriate.

### **ACCESS TO CARE FIRST**

#### **Access to Care first's Information Specialists**

Contact them through the app for help and practical advice on a range of subjects either work related or personal.

## **Find out more**

View a demo of the app at [eap-carefirst.com](http://eap-carefirst.com).

Username: **lifestyle1234** Password: **carefirst**