

24hrs | 365 days | Confidential Service

Talk in confidence with one of our counsellors or specialists

**counselling | legal | financial | stress | emotional
debt | health & wellbeing | younger & eldercare**

Minicom available Monday to Friday 8am-8pm

For training and compliance purposes, calls to Validium may be monitored/recorded



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Debt Counselling

Assistance is given in tackling financial difficulties. Our experts can help with aspects of budgeting, court action, dealing with multiple creditors and Individual Voluntary Arrangements (IVA):

- *"I owe money to lots of different people and the interest payments are impossible. What can I do about it?"*
- *"I'm getting behind on my mortgage payments and am now getting 'final' demands. What are my options?"*

Health & Wellbeing

Our team, which includes fully qualified wellbeing specialists, will answer your questions and provide information on health and wellbeing issues, medical concerns, vaccination requirements or how to cope with symptoms you may be experiencing:

- *"How can I eat more healthily?"*
- *"My mother has been diagnosed with breast cancer. How can I best help and support her?"*
- *"I am worried that I may be HIV positive. How do I arrange for a discreet test?"*

Younger Care

Support & signposting concerning younger members of your family on issues such as pre-school immunisations, childhood illnesses, the process of finding a childminder, problems with puberty and adolescence, drug addiction, alcohol addiction, gambling, bullying and sibling rivalry:

- *"I think my child is being bullied. What can I do?"*
- *"I need to decide what kind of childcare is best for my family."*

Elder Care

Matters of relevance to the elderly and their carers, including support & signposting on:

- Benefits and what Social Services can do for you
- Healthcare for the elderly
- Daily living and activities
- The process of finding care and residential homes
- Avoiding hypothermia

vClub

My vClub is your area where you can browse useful information, listen to podcasts, sign up to newsletters and access secure, confidential email counselling. Join vClub by clicking login at validium.com, enter your organisation's generic username and password and create your account.

My vClub App

To access 'My vClub' App you will need to already be a member of vClub, just use your personal account login details. My vClub App synchronises through the vClub extranet, so that all activity and data is consistent across the website and App. You're just one tap away from confidential support as well as useful information about the EAP service. Download on App Store and Google Play.

Confidentiality

The service is confidential and operates to a strict code of ethics. Your employer will receive general statistical information from us which in no way identifies you as an individual, but provides evidence of the value of the service. Confidentiality is only broken if you or someone else is in danger of being harmed by your, or someone else's actions, or if you are a danger to the workplace. The decision to involve professional bodies such as the GP or the emergency services will only be taken in extremely rare circumstances, in line with professional codes of ethics.

For training and compliance purposes, calls to Validium may be monitored/recorded. Validium holds information gained from its clients on its systems in line with the General Data Protection Regulation and Data Protection Act 2018.

**Please refer to Validium EAP promotions
for the number to call and generic
vClub login details**



time to talk

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professional counsellors
or specialists -
24 hours | 365 days*



The Validium
Employee Assistance Programme

 **validium**[®]
IMPROVING MENTAL HEALTH

Summary of Available Services

The **E**mployee **A**ssistance **P**rogramme (**EAP**) is a welfare initiative available to you by telephone from our helpline to give you counselling, information, signposting and support. You can call from home and abroad for the following services 24 hours a day. Calls from the UK are on the 0800 tariff which is free from most landlines and mobile phones.

Counselling

Counselling is a safe place for you to explore your personal or work-related concerns with professional support. This may take the form of counselling over the telephone, referral to face to face counselling, or signposting to other agencies, as appropriate.

Information

Information services are provided as part of the EAP following a general wellbeing assessment:



Legal

Information and signposting on stressful personal legal and consumer issues



Money

Personal money matters that affect your welfare

Debt Counselling

Support in dealing with financial difficulties

This service is available: Mon - Fri | 8am - 9pm
Sat | 9am - 3pm



Health and Wellbeing

Information on a wide range of health and wellbeing issues. This service is available: Mon - Fri | 8.30am - 8pm



Younger and Elder Care

Support & signposting on issues affecting the young and the elderly

Who's Covered?

You, as an employee of your organisation.

In addition, the service is available to the following:

- Your spouse or live-in partner
- Your immediate family members, over the age of 16, living at your home address
- Your dependant children in full time education living away from home between the ages of 16 and 23

Frequently asked Questions

What is Validium?

Validium is a company that is completely independent from your own organisation. It has been contracted by them to provide an EAP to help and support you with issues or difficulties you may face.

Why is my organisation providing me with the EAP?

Your organisation cares about you and your wellbeing. Your work will suffer if you are struggling with a problem, whether it is personal or work-related. Validium can also be used as an external sounding board if you have issues with your employment and can help you to find the most effective route to resolving them.

Is it OK to ask for help?

Everybody encounters situations or difficulties at some point in their life which lead them to seek independent help and support. Often, such support can make the difference between coping and suffering even greater difficulty. Everyone needs a helping hand from time to time, so do take advantage of your EAP - remember, it's independent, confidential and there to help you.

How could I use the Service?

The EAP can help with a wide range of life events or circumstances. Here are just a few examples:

Stress & Emotional

Counselling over the telephone is designed to help you clarify for yourself what your issues are and how to either resolve them or cope with them so that you gain a better quality of life:

- *"I feel really stressed. I'm under terrible pressure at work."*
- *"My relationship is breaking up - how will I cope?"*
- *"I feel so depressed, I'm drinking more and more."*

Legal

You may have worries about legal issues but you will receive friendly, helpful, legal information and signposting with the minimum amount of jargon. Our team of legal specialists has wide-ranging experience:

- *"I'm really worried that my landlord is increasing my rent by 25% and told me that I will have to pay up or move out. Is he entitled to do this?"*
- *"My neighbour has been very threatening towards me. What can I do about it?"*

Money

We offer signposting and information concerning personal financial problems (excluding investment-related advice) such as financial help and budgeting:

- *"My ex-wife is claiming money from me following our divorce. Can she do this and what impact will this have on my tax liability? I can't afford to pay any more."*
- *"I receive extra income from a second property I own to supplement my existing salary. Will I have to pay tax on the income?"*

PLEASE DETACH YOUR WALLET CARD CAREFULLY

**time to
talk**

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IMPROVING MENTAL HEALTH

0800 3 58 48 58 (Outside UK: +44 141 271 7179)

For online support join validium.com/vClub

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Password: **wellbeing**

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Ensure your device is connected to Wi-Fi to run NGT Lite.

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