

Bupa Employee Assistance



# We're here for your emotional health and wellbeing



# Whatever you need, you can call on us

We all have times in our life when we need a little extra support. That's why your employer has teamed up with Bupa to help you take care of your emotional health.

Bupa Employee Assistance Helpline is a free, confidential telephone support line that's open to you and your family<sup>†</sup> 24 hours a day, seven days a week. Here's how it can help you:

## Supporting your emotional wellbeing

If you're feeling stressed or upset, or have a concern you'd like to discuss in confidence, you can turn to us 24 hours a day, seven days a week. Our qualified counsellors will listen to you, suggest ways to resolve the problem and point you in the right direction to get you back on track and feeling more like yourself again. Here are just some of the problems we can help with:

- relationship worries
- difficulties at work
- bereavement
- coping with change
- stress
- anxiety and depression
- emotional problems
- substance misuse

## Giving you practical support

We have a team of information specialists, with different areas of expertise, on-hand to give you the facts you need to make informed decisions. You can benefit from information on:

- money management
- landlord disputes
- divorce
- consumer rights
- parenting
- careers and training advice

## What happens when you call?

When you call the Employee Assistance Helpline, you'll be put through to a fully qualified and experienced counsellor. Depending on the reason for your call, they'll either help you immediately over the phone or, if you need practical support or information, they'll put you through to a relevant specialist.

<sup>†</sup>Dependant family within the same household only. We are unable to provide individual counselling to dependants under the age of 16, however we can point them in the right direction for support available to them.



## Talk in confidence

Bupa Employee Assistance is confidential; we won't tell your employer or anyone else that you've called.

The exceptions to this are if we think yourself or someone else may be at risk or where we are legally obliged to do so. However, we would always endeavour to sensitively discuss this with you first.

Remember, no problem is too big or too small, and getting in touch sooner rather than later is something

we would recommend so issues don't become overwhelming.

## We're also online

Our Employee Assistance website gives you free, unlimited access to helpful information, videos and tools like budget planner and savings calculator.

Come and take a look around at **[bupa.co.uk/eaponline](https://bupa.co.uk/eaponline)**



One call can make a big difference

**☎ 0800 269 616\***

**1800 650 138\*** (Ireland)

International +44 131 588 0321

**🖱 [bupa.co.uk/eaponline](https://bupa.co.uk/eaponline)**

\*Calls may be recorded and to maintain the quality of our service we may monitor some calls always respecting the confidentiality of the call. Calls to 0800 numbers are free for mobile users.

Pop out and keep handy

Bupa Employee Assistance Programmes are provided by Bupa Occupational Health Limited.  
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