

Employee Assistance Programme

A team of legal, financial & health professionals available 24/7



YOUR EMPLOYEE WELLBEING SERVICE

We all face challenges in life that can result in worry, frustration and distress. You may need specialist legal or money advice or personal support and guidance to help you stay healthy – both physically and emotionally.

Your employee wellbeing service is here to help. Provided by leading Employee Assistance Programme (EAP) provider Optum, the service gives you and your eligible dependants* support, information, advice and specialist counselling.

Confidential** and easy to access, the service is available either online or on the telephone 24 hours a day, 7 days a week.

WHAT KIND OF ADVICE & SUPPORT IS AVAILABLE?

Life, Family & Relationships

- ✓ Committed relationships
- ✓ Dating
- ✓ Gay, lesbian, bisexual & transgender
- ✓ Separation & divorce
- ✓ Pregnancy & birth
- ✓ Childcare
- ✓ Children – from preschool to teenagers
- ✓ Family communication
- ✓ Caregiver care
- ✓ Eldercare & power of attorney
- ✓ Financial issues – pensions, debt, taxation, benefits
- ✓ Legal issues – property & housing, consumer & contract rights, wills & inheritance



Health & Wellbeing

- ✓ Aging well
- ✓ Exercise & fitness
- ✓ Healthy eating
- ✓ Pregnancy
- ✓ Sleep
- ✓ Socialising
- ✓ Controlling anger
- ✓ Coping & peace of mind
- ✓ Grief & loss
- ✓ Responses to trauma
- ✓ Drug, alcohol & tobacco addiction
- ✓ Rehabilitation & support
- ✓ Domestic violence
- ✓ Stress & anxiety
- ✓ Depression
- ✓ Cancer, heart disease, diabetes
- ✓ Obesity

Education, Work & Career

- ✓ Employment laws
- ✓ Communicating effectively
- ✓ Stress management
- ✓ Time management
- ✓ Career planning
- ✓ Redundancy, dismissal & termination
- ✓ Workplace conflict, bullying & handling confrontation
- ✓ Balancing work & life
- ✓ Co-workers
- ✓ Health & the workplace
- ✓ Management Consultation and support

* Eligible dependants include the employee's spouse/partner, any parent, brother or sister living in the same household; any legal dependant under the age of 21 and in full time education, any non-household resident dependant parent or any legal dependant who is dependent on the employee because of disability.

** Personal records may be shared if legally required to do so.

In collaboration with **Optum**[®]

YOUR CONFIDENTIALITY IS IMPORTANT TO US

Your employee wellbeing service is a confidential** service. No information that could lead to your identification will be released to any external party, including your employer, unless you provide your explicit permission** for us to do so.

Exceptions to this are where the life or safety of yourself or others is threatened, or where there is a serious risk or breach of either your organisation's rules or local law.

ONLINE RESOURCES

Access advice and resources on topics such as health, personal life and professional support, including:

- [health screening tools](#)
- [self-help programmes](#)
- [health calculators and estimators](#)

Visit **www.livewell.optum.com**
using access code **generaliuk**

IN NEED OF A SUPPORT TEAM?

Contact us today for advice, support or information

0800 980 6559

or from abroad: **+44 203 701 7051**

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