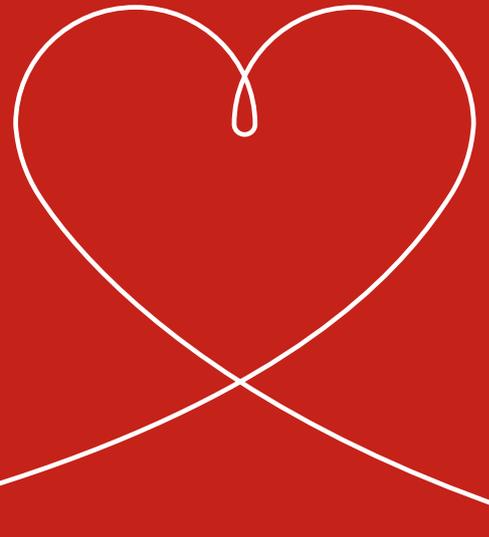


# Employee Assistance Programme FAQs



**LifeWorks** is an Employee Assistance Programme (EAP) and innovative wellness resource, available any time, 24/7. As employees, you can access counselling, practical information, and digital content from LifeWorks to support your mental, physical, social and financial well-being.

You can access LifeWorks by mobile app for iPhone or Android, by web browser ([generalilifeworks.com](https://generalilifeworks.com)) or by calling:

Contact us, 24/7:

UK - 0800 980 6559 - or from abroad +44 (0)141 846 1686

Online:

[generalilifeworks.com](https://generalilifeworks.com)

User ID:

generaliuik

Password:

generaliuik

Get the 'LifeWorks' app!



## I am a manager concerned about a team member. How can LifeWorks help?

LifeWorks can provide a manager consultation via the helpline and act as a sounding board for you. LifeWorks will work with you to make sure you are well and recommend the best possible support approach for your employee. With an employee's consent, you may contact LifeWorks together, or you may provide LifeWorks with your employee's contact details. We can then reach out directly to the employee to offer support.

## How can LifeWorks help?

LifeWorks can help with almost anything, whether you need an answer to a question, qualified strategies to deal with a concern, or you're facing a tough challenge. LifeWorks can provide support with a wide range of topics from emotional issues to everyday, practical concerns. For example, we could support with bereavement, anxiety and depression, and also debt management, budgeting and legal worries.

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**LifeWorks**



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### Who am I speaking to when I call LifeWorks?

When calling through to LifeWorks you will be speaking to a practical support advisor or highly qualified counsellor, depending on the nature of your call.

### What kinds of support or resources might LifeWorks suggest?

All calls are dealt with on a personal, case-by-case basis and therefore the scope of support offered will be clinically appropriate, and could include: sign-posting to local services, suggesting online resources or tools, and referrals to structured counselling (either face-to-face or by phone).

### What does “clinically appropriate” mean?

Clinically appropriate means that we will tailor the support recommendation to suit each individual’s needs based on his/her particular issue. Not everyone will automatically be referred for counselling as that may not be the most suitable course of action. Our highly experienced team will work closely and confidentially with each individual to determine the best support plan.

### Who should I speak to if I am not happy with the service provided?

In the first instance please call the helpline and speak to an advisor to discuss your concern and LifeWorks will investigate this for you. Or, if you do not feel comfortable calling the helpline, please contact your Human Resources team who will escalate and investigate on your behalf with your written consent.

### Can family members access support via LifeWorks?

Immediate family members have access to support from LifeWorks with the exception of legal advice and structured counselling services. LifeWorks also cannot support children under the age of 16. Should a child of this age have an issue with which he or she needs help, a parent may call on his/her behalf and LifeWorks will provide tools and guidance on how to support further.

### Is the EAP confidential?

Yes, the LifeWorks Employee Assistance Programme (EAP) is confidential. No one -- not even your spouse/partner -- will know you contacted LifeWorks without your express written permission.

### When can I contact LifeWorks?

You can contact LifeWorks any time, 24 x 7 x 365.

### How often can I contact LifeWorks?

You can access all the digital content and/or contact LifeWorks as often as you need.

### Is there any limit on counselling services via LifeWorks?

You can contact LifeWorks for each issue you’re experiencing. If you require long-term support outside of the EAP, LifeWorks will connect you with appropriate resources.