

BUPA EMPLOYEE ASSISTANCE

WE'RE HERE  
FOR YOU



One call can make a big difference

**0800 269 616\***

Ireland **1800 650 138**  
[www.bupa.co.uk/eaponline](http://www.bupa.co.uk/eaponline)

# 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 provide a service that's there to help you take care of your emotional health.

Bupa Employee Assistance is a free and completely confidential support service available to you whenever you need it. And because we understand that your family's emotional wellbeing is crucial to your own, it's also available to your spouse or partner and any children over the age of 16 living at home with you†

## Supporting your emotional wellbeing

### Telephone counselling

If you're experiencing something that's causing you stress or upset, you can turn to us 24 hours a day, 7 days a week. Our qualified counsellors will listen to you, but won't tell you what to do; they will 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

### Face-to-face counselling

After speaking to you on the phone and assessing your situation, your counsellor may decide that you would benefit from face-to-face counselling. Bupa has a network of experienced counsellors across the UK, which means that sessions can be arranged at a time and place to suit you.

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## 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 and advice on:

- household finances
- moving house and mortgages
- landlord disputes
- divorce
- consumer rights
- parenting
- careers and training advice

## Child and dependant care

You will have access to a dedicated support service giving you empathetic and expert information on a whole range of issues relating to the care of children and other dependants. This includes recommending child and elderly care options in your local area.

## Health advice

As a Bupa member if you have any queries or questions about your health, you can call our confidential 24-hour Bupa HealthLine. Our qualified nursing team have the time to listen and the skills to help, whatever your health question or concern.

## Talk in complete confidence

Your Employee Assistance Programme is completely confidential at all stages. You won't have to tell anyone you are contacting us and you don't even have to give your real name. The only thing we need to know is the name of the company you work for.

Remember, no problem is too big or too small, and getting in touch sooner rather than later can help stop your problem getting out of control.



## WE'RE ALSO ONLINE

The Bupa Employee Assistance website gives you free, unlimited access to helpful factsheets and practical tools like our stress calculator. Come and take a look around at

**[www.bupa.co.uk/eaponline](http://www.bupa.co.uk/eaponline)**

†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. \*Calls from landlines are free, however mobile phone providers may charge and costs may vary from outside the UK. EAP services are provided by Personal Effectiveness Centre Limited (trading as Bupa Employee Assistance). Registered in England and Wales No. 2355649. EAP/5095/OCT11