

Employee Assistance Programme



On demand wellbeing support when you need it the most. Life has its ups and downs and having someone to turn to when you need support can make all the difference to your wellbeing.

The Employee Assistance Programme (EAP), provided by Spectrum.life, is here to do just that. The EAP gives you and your immediate family* on demand wellbeing support and an expert telephone counselling service. Available 24 hours a day, 365 days a year, you can speak directly to a qualified counsellor, any time, day or night.

You can receive advice when you need it, through on-demand access to fully accredited and qualified counsellors and psychotherapists. Support can be delivered in the format you feel most comfortable with – telephone or video.

There's almost no end to the issues you can get support with, which includes but isn't limited to:

- Stress
- Anxiety
- Low mood
- Financial worries
- Substance abuse issues
- Worries about physical health
- Confidence issues

The EAP is not just for critical moments, it can help you with everyday concerns with practical information on legal, financial and medical issues.

*Immediate family includes spouse, partner, registered civil partner and children aged 16 to 24 in full-time education who are living in the same household.

Medical helpline

Whether you're looking for a sympathetic ear or practical guidance, you can speak to a qualified nurse about a range of medical or health-related issues.

How to access the EAP:

Confidential helpline: **0800 316 9337**
Or request an appointment via WhatsApp and SMS: text **Hi** to **+07418 360 046**
(Calls may be recorded and monitored)
App: Spectrum.life
Online landg.spectrum.life

Legal and financial support

Legal and financial issues can be worrying, so it makes sense to get free initial information from a trained professional. Please note this facility is only available to you - it is not available to your immediate family. The helpline is open from 9am to 5pm. Calls to the helpline are restricted to one call per issue within a 12 month period.

Alternative formats

If you would like this translated or have a copy in an alternative format such as large print, braille or audio please [email us](#) or call us on **0345 026 0094**. Lines are open from 9am to 5pm, Monday to Friday. We may record and monitor calls. Call charges will vary. BH4299 06/25

