

Care first

Introducing a new support service

**A new Employee Assistance Programme is available from
1st October 2015 for all Employees.**

Who are Care first? With ever increasing pressures at work and home, there are times when we all need some extra support to balance the demands of everyday life. Care first are an independent, leading provider of professional employee support services. Care first employ professionally qualified Counsellors and Information Specialists, who are experienced in helping people to deal with all kinds of practical and emotional issues such as Wellbeing, family matters, relationships, debt management, workplace issues, and much more...

How do I use the service? The service is free of charge for you to use and you don't need to ask your manager to use Care first, just call **0800 174319** and you can speak to a professional counsellor or information specialist in confidence. Care first is available 24 hours a day, 7 days a week, 365 days a year and is accessible by phone or online. The EAP can provide information booklets, articles, resource information on support services in your local area and even short term face-to-face counselling to help get you back on track.

Online Services –

- The Care first *Lifestyle* website offers extensive resources including articles on health, issues at home, issues at work, management support tools, stress questionnaires and online counselling in real-time.
- The Care first *Zest* website is an online personal and interactive Wellbeing portal which helps you identify which areas of your Wellbeing may need some focus and gives you all the tools, information and support you need to make positive changes. This unique health management resource helps you enhance your Wellbeing and lead a healthier lifestyle.

What do I use the service for? Care first is designed to help you with a wide range of work, family and personal issues. From work-life balance to childcare information, relationships to workplace issues, health and well-being, let your EAP support you on the issues that affect all of us at some point in our lives. Topics include, but are not limited to:

- Work-life balance
- Relationships
- Childcare information
- Health and well-being
- Debt
- Disability and illness
- Careers
- Bereavement and loss
- Stress
- Elder care information
- Life events
- Immigration
- Anxiety and depression
- Family issues
- Bullying and harassment
- Education
- Consumer rights
- Workplace pressure

Is it confidential? Your organisation does not know who uses our service unless the individual personally chooses to tell someone about his or her contact with Care first. We do provide statistics to your organisation to show how many employees use the service and the broad types of issues that employees raise with us, for example; 'relationship breakdown at home' or 'bullying and harassment in the workplace', so no information is ever passed on which could potentially identify you.

information and support 24/7 www.carefirst-lifestyle.co.uk