

### About BUPA Employee Assistance

BUPA Employee Assistance provides a nationwide network of counsellors to help people work through problems that may be troubling them. It is a registered member of the Employee Assistance Professionals Association. Counselling is confidential, impartial and supportive. BUPA Employee Assistance counsellors are independent, and they are trained psychologists, therapists and other specialists who have experience in helping people.

### Call BUPA Employee Assistance

We provide confidential, independent advice and counselling by phone - 24 hours a day, seven days a week, 365 days a year. So you can always get help when you need it.

Call free\* **UK 0800 269 616**  
**Ireland 1800 650 138**

Our counsellors come from many diverse backgrounds and can often speak more than one language. All of our helplines have Minicom facilities for people with hearing and speech difficulties. BUPA Employee Assistance is also registered with TYPETALK which enables people with hearing or speech difficulties to access our services.

Keep this card with you. Remember that help is always at hand.

Confidential, independent advice and counselling by phone available 24 hours a day, seven days a week, for help including:

- Money management
- Legal queries
- Consumer information
- Stress
- Domestic matters
- Anxiety/depression
- Substance misuse
- Phobias
- Trauma
- Bereavement
- Emotional problems
- Support to managers

If we haven't mentioned your specific issue, it's still worth calling - Our telephone counsellors will always do their best to help.

If you are calling from outside of the UK or Ireland please dial +44 20 8947 2690.

\*Call costs may vary on mobile phones and from outside of the UK or Ireland.

A yellow circular graphic containing a quote in white text. The quote reads: "It's good to know there's help available if I need it".

“It's good to know there's help available if I need it”



“I received help before my problems became more serious”

# Help is at hand - if you need it, when you need it

We all face challenges in life that can take a lot of time to resolve and can even result in a great deal of worry, frustration and distress. It may simply be that you haven't encountered this situation before and need some specialist advice, or maybe it's something more serious, something that's affecting your personal life or your work and you need someone to talk to.

BUPA Employee Assistance is a confidential and impartial advice service that your organisation has appointed to provide advice and support, whenever and wherever it's needed.

## What BUPA Employee Assistance offers

- A telephone service operating 24 hours a day, seven days a week, that gives you access to specialist information and advice at a time that suits you.
- Confidential telephone counselling for when you need someone to talk to.
- This service is also available to your spouse/partner and children under the age of 21 living at home.

## How we can help you

You and your family can be sure of confidentiality, regardless of your issues.

**Advice** If you need practical support, BUPA Employee Assistance has the information to provide guidance on a whole range of issues such as consumer rights, legal, financial and debt issues or domestic matters.

**Telephone counselling** Sometimes it can help simply to talk your problems through with someone who can provide an objective and informed point of view. This can help you to identify solutions to your problem that may not be immediately apparent.

BUPA Employee Assistance can help you to help yourself. Our counsellors won't tell you what to do but they will help you clarify your situation and find a way forward. Their training and expertise in a broad range of issues means that they can help break your problem into more manageable tasks and then help identify solutions and the steps to take. Our telephone counsellors will always do their best to help.

## Confidentiality

You don't have to tell anyone that you are contacting BUPA Employee Assistance. The service is completely confidential. BUPA Employee Assistance counsellors are bound to confidentiality by a code of ethics. When you call, the only information you must give is the name of your company.

The only information that BUPA Employee Assistance will provide to your company is anonymous statistics, to enable your company to know how the service is being used. We will never give any information that may cause you to be identified and you do not have to give us your personal details if you don't want to.