

PAM Wellbeing

Employee Assistance Programme: Frequently Asked Questions & What to Expect

pamwellbeing.co.uk

Frequently Asked Questions

1. What is an EAP?

An Employee Assistance Programme (EAP) is a professional independent service that offers support, guidance and counselling for a wide range of issues and concerns you might have. The service is **confidential**, available **24/7** and **free** to you as an employee.

2. What services are available?

EAP service - free for all:

- One off confidential support or guidance regarding any personal or work-related issues
- Short term counselling delivered telephone, video (via a secure video link) or face to face.
- Computerised CBT and other mental health programmes
- Referral to specific support for debt, legal, bereavement, relationship support and trauma
- PAM Assist Wellbeing App – online and app health and wellbeing platform

3. How do I contact the EAP?

- Free Phone: **0800 019 8988**
- Live chat: Access via the app or portal at **pam-assist.co.uk**
- Email: counsellingteam@pamwellbeing.co.uk

4. Why are we providing this service for you?

We're committed to caring for your health, safety and wellbeing. It can be difficult to separate our home and work lives. It is not always possible to leave problems at home when you come to work, or at work before you go home. The EAP is a place for you to discuss any concerns or issues confidentially with an impartial trained professional.

5. How can this service help me?

PAM Wellbeing are dedicated to supporting your physical, mental, financial, social and wellbeing needs. You can contact the EAP for any personal, work or health concerns you have. **The EAP provides information, signposting, guidance and counselling on:**

- Legal matters such as consumer rights, property, landlord/tenant, family and motoring law
- Money matters, including managing creditors, budgeting and debt management plans
- Health and wellbeing information on lifestyle issues such as diet, exercise, sleep, health and medical concerns

6. What time of day are the services available?

You can contact the helpline any day or night, it is available 24/7, 365 days a year. Counselling sessions are available mornings, evenings and at weekends. The live chat may be temporarily unavailable in instances where we need to prioritise the helpline due to a high demand of risk calls.

7. Who will answer the phone or email when I make contact?

When you contact the EAP you will be triaged by a professional trained counsellor, who will understand your needs and share the best possible next steps to get you the support you need. All counsellors are registered with British Association for Counselling and Psychotherapy (BACP), and/or National Counselling Society (NCS).

8. Is there a limit on the number of times I can contact the EAP?

No. The helpline is available as many times as you need it, whenever you need it.

Need to talk?

For **free** and **confidential** support, call us on:
0800 019 8988

Frequently Asked Questions continued...

9. How can I use the service if I have a hearing impairment?

If you're hard of hearing, you can reach out to the EAP for support through email or live chat. Please refer to question 3 for more details. We also offer a relay service for those who are deaf, hearing or speech impaired.

Confidentiality

10. How confidential is the EAP?

Everyone who contacts the EAP do so confidentially. The content and details of your discussions will not be shared with anyone. PAM Wellbeing adhere to the strictest standards of data protection. Counsellors are bound by BACP guidelines to protect confidentiality.

11. Are there any situations when confidentially could be broken?

Yes, there may be. A risk or safeguarding situation is rare but necessary if a person indicates there is an immediate danger or threat to their safety or that of others. The counsellor will make it clear to you that confidentiality will be broken to ensure your safety.

12. Who will know if I've contacted the EAP?

PAM Wellbeing will never share that you've made contact or provide details of your discussion without your consent. The only exception to this is the previously mentioned risk or safeguarding situation.

Counselling

13. What counselling services are available?

The EAP will conduct a telephone assessment and will discuss with you the most appropriate counselling intervention for your needs.

Typically, one of the following...

Ad hoc telephone or email counselling support:

This is a single counselling session to provide support in the here and now.

Ad hoc live chat:

Via the **live chat** feature of the PAM Assist app and portal you can make direct contact with one of the EAP counsellors who will support your immediate needs and arrange a telephone assessment, if needed.

Structured Telephone Counselling:

Telephone counselling sessions will be arranged with a counsellor at a time that is convenient for you. You will be contacted by your telephone counsellor confirming your first session.

Face-to-face counselling:

Face-to-face counselling will be arranged for you, using one of our trusted counsellors or psychologists at a convenient location to your preferred postcode. You will receive a call from your dedicated counsellor confirming your first session.

Counselling via secure video link:

Following the initial assessment, you may opt for secure video counselling. Your first will be arranged with a counsellor at a time that is convenient for you. You will be contacted by your counsellor confirming your first session and be sent the secure link to join at the appointment time.

Computerised Cognitive Behavioural Therapy (cCBT):

Following the initial assessment, you will be given an access code to an computerised CBT programme. You will have a counsellor to support you along the way, and signposting for longer term specialist support.

14. How many times will the EAP try to call me to arrange an appointment following a line manager referral?

The EAP will attempt two call backs within 24 hours, between the specified times given. If unsuccessful they will issue a discharge note to your line manager to inform them.

Frequently Asked Questions continued...

15. What number can I expect to appear when the EAP are trying to contact me?

Our head office is based in Warrington, UK. The area code for the number which will contact you is 01925.

16. What if I need professional support outside of what the EAP can provide?

The counsellor will make recommendations to seek the appropriate care you need via your GP or other primary care service.

17. Will the EAP be in any work disputes or disciplinary?

No. Any work disputes or disciplinaries will remain in work. However, you can seek support from the EAP to help support your wellbeing through any related processes.

18. Where does the face-to-face counselling take place?

The counselling will take place at the counsellor's consulting rooms. If you are referred to one of our network of counsellors, this will be a private address, as many counselling resources run private practices from home, office or a clinic.

19. What happens at the end of my counselling sessions?

You will be asked to provide feedback on the service via an anonymous questionnaire – PAM Listen. Should you need further help with the same issue, additional local resources will be discussed with you.

20. What happens if I leave my organisation in the middle of counselling?

If you are part way through a set of sessions when you leave the organisation, sessions will continue as planned.

21. What if EAP support is not appropriate for my needs?

Structured counselling sessions within the brief therapy EAP model are not appropriate for all counselling needs. The counsellor will discuss the suitability of this support during your initial call. If EAP support is not appropriate for your needs now, you will be signposted to more appropriate support services, for example: your GP, local counselling groups, Citizen's Advice, Cruise, Relate and local drug, alcohol and gambling support services.

Line Managers

22. Can line managers use the service to help them to support staff more effectively?

Yes, managers can use the service, for their own personal needs or for guidance on how to support those that report to them.

23. Can line managers recommend that I use the EAP?

Your line manager may suggest that you call for help if they are concerned about you but the EAP is voluntary.

Feedback and Complaints

24. I'm having trouble logging into PAM Assist App or Portal. Who can I contact for support?

If you are having trouble logging into the PAM Assist Portal or App please email: **info@pamwellbeing.co.uk**

25. What if I'm not happy with the service PAM Wellbeing have provided?

If you are not happy with the service you receive, email **complaints@pamwellbeing.co.uk** to give your feedback. PAM Wellbeing welcomes feedback to help maintain the highest quality of service.

PAM Wellbeing

Getting in touch

Visit us at: www.pamwellbeing.co.uk
Email: counsellingteam@pamwellbeing.co.uk
Telephone: 01925 596244

Get social with us

@pam-wellbeing
@pam-wellbeing
@pam_wellbeing

Proud member of the PAM Group

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