

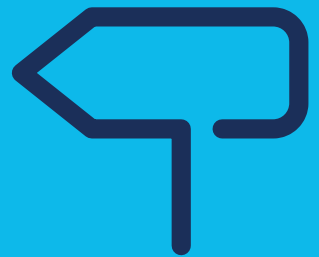
HRConnect

StaffCareServices

in partnership with health_{assured}

Calling the EAP Helpline

A Guide



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Contact us on:

0800 028 0199

[Staff Care Services Portal](#)

When should I contact the helpline?

When the time feels right, you may feel the need to reach out for emotional or practical support. We know how difficult it can be to take those first steps. Qualified and experienced counsellors are ready to listen and provide guidance.

You may be looking for some practical advice. Our qualified legal advisors will assist with any legal matters. The EAP is available 24/7, 365, so help is always available, at a time which suits you.

How can the helpline help me?

Our helpline provides emotional support and practical guidance. The counsellors on the helpline will triage, and provide early interventions. You can take advantage of counselling via Support Line or use the helpline to work through your current situation.

If you have any practical concerns, our legal advisors can help. They will provide advice and guidance on issues such as:



Writing a will



Tenancy and housing concerns



Divorce procedures



Boundary disputes



Probate costs



Motoring issues



Property and partnership rights



Immigration information

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What will happen when I call?



A qualified counsellor or legal advisor will answer. If it's your first call, they'll ask for the name of your organisation and your contact details. We use this information to get you set up and ready on their system. Please tell them your organisation is 'Staff Care Services' and your school name.



If you've called before, they'll ask some security questions. These are simple-your date of birth, or postcode. Data security is important, so you must answer these correctly to continue.



They'll ask what your call relates to. This is to make sure you get the right support, as quickly as possible. If a counsellor answers, and you need legal or medical advice, they will transfer you to an advisor and vice versa. In the unlikely event that the appropriate counsellor or advisor is unavailable, they'll arrange a call-back at the best time for you.

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Why are my details taken?

Staff Care Services Assistance Programme is confidential. In order to provide the best service, however, counsellors and advisors will ask for a few details. They'll need your name, address, contact number and date of birth. They'll also ask if it's okay to leave a voicemail, or send you an SMS-it's fine to say no to these. Health Assured treat your data with total confidence. All employees are bound by ethical and legal frameworks, and the service is ISO27001 accredited.

Will you contact my organisation?

Staff Care Services in partnership with Health Assured provide a confidential service. They won't contact your organisation or occupational health team when you call the EAP helpline. If you would benefit from access to our Support Line counselling or need referring to our Occupational Health Advisors, our helpline advisors will give you all the information you need.

Will you contact my GP?

In most cases, no. Staff Care Services in partnership with Health Assured would only need to share information if:

- They believed that someone else is at risk of serious harm.
- They were told about acts of terrorism or bomb warnings.
- You asked them to get you help because you can't do this yourself.
- You expressed that you were experiencing thoughts of self-harm or that you were having suicidal thoughts.

We will always seek your consent before contacting your GP or the emergency services. However, if it is deemed that you are an immediate risk to yourself or others, this may not be possible.

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What happens if I want to access Support Line counselling?

At Staff Care Services, we do not believe in gatekeepers. If you would like to access structured counselling as an annual contract customer you can.

Simply visit hrconnect.org.uk/support-line-help, complete the online form and you will be contacted by a member of the team within 2 working days.

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HRConnect
StaffCareServices
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[www.hrconnect.org.uk/
support-line](http://www.hrconnect.org.uk/support-line)

