

Calling the Employee Assistance Program Helpline



How can Health Assured help?

Health Assured provide emotional support & practical guidance. The counsellors on the helpline will triage, and provide early interventions. You can take advantage of structured counselling, or use the helpline to work through your current situation.

What will happen when I call?

A qualified counsellor will answer. If it's your first call, they'll ask for the name of your employer, and some contact details. Health Assured use this information to get you set up on their system. They'll ask what your call relates to make sure you get the right support, as quickly as possible. In the unlikely event that the appropriate counsellor or advisor is unavailable, they'll arrange a call-back at the best time for you.

What does a Health Assured counselling call look like?

Health Assured counsellors use a proactive approach to supporting you. They offer space and time to talk about your concerns. They provide guidance and mindfulness techniques that will help you in the present. The counsellors can suggest useful resources that will help you make those changes. You might feel that this is enough—at the end of the call, the counsellor will explain the options available.

Counsellors are available 24 hours a day, 7 days a week.

What happens if I want to access structured counselling?

The counsellor will carry out a clinical assessment using biological, psychological and social factors to allow the counsellor to explore your concerns with you, and identify goals for the counselling. It's not always easy to answer personal questions but by using the above model, they aim to set you at ease, and make the assessment as comfortable as possible. It takes around 20 minutes, and is completed via telephone. The assessment is a vital part of the therapeutic process, and must be carried out—you can complete it at a time that suits you.

Free 24 Hour Confidential Helpline: 0800 028 0199

Useful Websites

Cruse Bereavement Care is the leading national charity for bereaved people in England, Wales and Northern Ireland and offers face-to-face, telephone, email and website support.	https://www.cruse.org.uk/
NHS website – advice on coping with bereavement or loss	https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/
What's your grief - USA-based mental health professionals with 20+ years of experience in grief and bereavement with a mission to promote grief education, exploration, and expression in both practical and creative ways.	https://whatsyourgrief.com/
My Grief Angels' mission is to help people who are grieving to help themselves by leveraging the power of technology to access the latest grief research, education, resources and community-building.	http://www.mygriefangels.org
HelloGrief very simply describes itself as 'a place to share and learn about grief and loss'. Their site was developed by Comfort Zone Camp, Inc. in an effort to promote a dialogue about loss and coping. Through HelloGrief you can participate in their online community, create interactive memorials, read about a diverse range of grief experiences, and find resources.	https://www.hellogrief.org/