

# 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?

### Core services – free for all:

- One off confidential advice or guidance regarding any personal or work-related issues
- Short term counselling (up to 6 sessions) delivered face-to-face, telephone or secure video link
- Online CBT and other mental health programmes
- Referral to specific support for debt, legal, bereavement, relationship support
- PAM Assist Wellbeing App – online and app health and wellbeing platform

## 3. How do I contact PAM Assist?

- FreePhone: **0800 247 1100**
- Webchat: **pam-assist.co.uk**
- Email: **counsellingteam@pamassist.co.uk**

## 4. How much will the service cost me?

Whether you receive a core service or an additional service it will be free to you. Core services are included in the central contract provision and additional services require local cost centre authorisation.

## 5. 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.

## 6. How can this service help me?

PAM Assist are dedicated to supporting your wellbeing needs. You can contact PAM Assist for any personal, work or health concerns you have. **PAM Assist EAP provides information, signposting and guidance 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

## 7. What time of day are the services available?

You can contact PAM Assist any day or night, it is available 24/7, 365 days a year. Appointments are available mornings, evenings and at weekends.

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

However you contact PAM Assist you will be served 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).

## 9. What happens if there is no one free to take my call?

Should this happen, you will be given an option to either remain on hold until a counsellor becomes available or leave a voicemail to request a call back.

## 10. Is there a limit on the number of times I can contact PAM Assist?

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

## 11. How can I use the service if I have a hearing impediment?

You can contact PAM Assist via email and web chat (see question 3).

Talk to PAM Assist for **free and confidential** health and wellbeing support on **0800 247 1100** – available **24/7**. We're here for you whenever you need support.



## Frequently Asked Questions continued...

### Confidentiality

#### 12. How confidential is PAM Assist?

Everyone who contacts PAM Assist do so confidentially. The content and details of your discussions will never be shared with anyone. PAM Assist adhere to the strictest standards of data protection. Counsellors are bound by BACP guidelines to protect confidentiality.

#### 13. Are there any situations when confidentiality could be broken?

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

#### 14. Who will know if I've contacted PAM Assist?

PAM Assist 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 Red Flag situation.

### Counselling

#### 15. What counselling services are available?

PAM Assist 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 Web Chat:

Via the **live chat** feature of the PAM Assist app and portal you can make direct contact with one of the PAM Assist 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 dedicated counsellor at a time that is convenient for you. You will be contacted by your dedicated telephone counsellor confirming your first session.

#### Face-to-Face Counselling:

Face-to-face counselling will be arranged for you, using our dedicated in-house counsellors or one of our trusted network 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 dedicated counsellor at a time that is convenient for you. You will be contacted by your dedicated counsellor confirming your first session and be sent the secure link to join at the appointment time.

#### Online Cognitive Behavioural Therapy:

Following the initial assessment, you will be given an access code to an online CBT programme. You will have a dedicated counsellor to support you along the way.

#### 16. How many times will PAM Assist try to call me to arrange an appointment following a line manager referral?

PAM Assist will attempt three call backs within 24 hours. If unsuccessful they will issue a discharge report to your line manager to inform them.

#### 17. What number can I expect to appear when PAM Assist are trying to contact me?

PAM Assist hub is based in Warrington, UK. The area code for the number which will contact you is 01925.

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## Frequently Asked Questions continued...

### 18. What if I need professional support outside of what PAM Assist can provide?

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

### 19. Will PAM Assist be in any work disputes or disciplinary?

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

### 20. Where does the Face-to-face counselling take place?

The counselling will take place at the counsellor's or psychologist's consulting rooms at one of PAM Assist's clinics. 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 or another clinic.

### 21. 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.

### 22. 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, these will be completed.

### 23. 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. PAM Assist 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.

### 24. Can my organisation insist that I use the EAP?

No. Contacting the EAP is voluntary. Even if your line manager says that you should call, it is still your choice whether you make contact and what feedback you choose to give, if any.

## Line Managers

### 25. 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 work for them.

### 26. 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.

## Feedback and Complaints

### 27. 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](mailto:info@pamwellbeing.co.uk)

### 28. What if I'm not happy with the service PAM Assist have provided?

If you are not happy with the service you receive, call the free phone number **0800 882 4102** or email [complaints@pamwellbeing.co.uk](mailto:complaints@pamwellbeing.co.uk) to give your feedback. PAM Assist welcomes feedback to help maintain the highest quality of service.

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