

# The Employee Assistance Programme

The EAP offers free, confidential help for issues at home or at work, with qualified counsellors via a telephone helpline available to all employees.



## Did you know?

The Validium service is available for you and all employees of your organisation to support with a range of emotional issues.

## What is it?

This service can be accessed via a telephone call to the helpline number where you can speak to a counsellor who will be able to refer you to a range of resources. Alternatively, you can access the service online by creating a vClub account which has a rich supply of online resources, including eCounselling.

There are 3 types of referral to Validium:

- **Self-referral** – an employee phones for support in confidence and the organisation will not necessarily know that the employee has done so
- **Informal referral** – an employee accesses the service on the recommendation of a manager or HR, however the service remains confidential and no information is fed back to the organisation
- **Management referral** – an employee is contacted by Validium, following a management referral. This is done with the employee's consent and the outcome will be fed back to the referrer.

*If you wish to make a management referral you will need to complete a management referral form. Please use the management consultation helpline for support and guidance with the process and how to raise it with the employee.*

## Why would I use it?

You can use the Validium service for a range of issues, including stress related to work or personal matters. Calling the number below offers the opportunity to access confidential, non-judgemental guidance on the most appropriate support for your situation.

## When would I use it?

The service is available 24/7 and you can call as often as necessary. You might call the line if, for example:

- You are having relationship difficulties.
- Your child is being bullied at school and you want to know how you can help.
- You have recently suffered a bereavement and are finding it hard to cope.
- You want to talk through a recent diagnosis of illness.

## How do I use it?

You can use the EAP by simply calling the freephone number below.

# 0800 970 9040

Outside UK: +44 141 271 7179

For online support join vClub at [validium.com](https://www.validium.com)

Username: **NEC\_RLMC**

Password: **EAPvClub**

**NGT Service:** 18001 + helpline number or download NGT Lite App. Ensure your device is connected to WI-FI to run NGT Lite.

 **validium**<sup>®</sup>  
IMPROVING MENTAL HEALTH

My vClub – Available on App Store & Google Play

# Manager Consultation Helpline

The EAP service also offers a range of support, guidance and information specifically for managers, HR or other stakeholders in their role at work.



## Did you know?

This confidential, external expertise forms part of the 'tool-kit' of resources and support available to you which can be particularly helpful in your role when managing or supporting others. The Manager Support team can also help you to develop the 'soft skills' necessary for effective leadership.

## What is it?

A 'Manager Consultation' is with one of our specialist Counsellors who offer help and guidance that focuses specifically on the 'human aspects' of difficult situations, conversations, incidents or events. The support line is:

- a confidential resource where you can explore issues, options and approaches
- a robust resource to assist with managing change and 1:1 communications
- a source of guidance with issues affecting staff
- a tool to assist with self-development
- a professional resource

## Why would I use it?

Managers can find independent, non-judgemental support especially helpful:

- as a 'sounding board' to consider an alternative viewpoint or a different perspective
- to gain an understanding of the likely impact on team members
- to consider the possible reaction of others and the likely outcomes

- As part of your professional development
  - ◆ to build self confidence
  - ◆ to develop personal resilience
  - ◆ to become more assertive in dealings with others
  - ◆ to enhance people-management skills

## When would I use it?

Before, or after, difficult conversations with members of the team about:

- absence, performance, discipline, conflict, alcohol/drugs

Managing a specific situation or people-related problem for the first time, for example:

- accident on site, traumatic event or near miss
- death of a colleague, team member diagnosed with a critical illness

Concerned about a member of the team in relation to:

- mental health, stress, conflict with colleagues

## How do I use it?

Call the EAP number below and select the option to connect with the manager consultation line.

# 0800 970 9040

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