Your Employee Assistance Programme

Care first

Who are Care first?

- Professional counselling, information and advice service offering support for issues arising from home or work.
- Complements existing Human Resources, management and employment policy and procedure.
- Provides an opportunity to discuss problems away from the workplace independent of the situation.



How to use Care first

- Counselling Helpline available 24 hours/day
- Assessment how does this affect your work?
- Contract with telephone counsellor
- Face to Face counselling
- Information Specialist services
- Online Counselling via http://carefirst-lifestyle.co.uk/
- Management consultancy & advice
- Critical incident management



Issues ... loss and change ...

- changes at work
- redundancy
- promotion
- relocation
- bullying and harassment
- financial difficulties
- health problems
 - gender issues

- domestic violence
- housing
- relationship difficulties
- bereavement
- separation/divorce
- family problems
- physical abuse
- drug/alcohol/substance problems
- eating disorders



Management Service

- Does not substitute for usual manager and employee relationships
- Managing change
- Effective workplace performance
- Changes at work
- Consultancy, advice and support
- Management referral
- Traumatic incidents



Care first Information

- Information Specialists
- Wide range of issues
- Information booklets
- Confidential, Freephone service Monday to Friday 8 am to 8 pm



"I bought some shoes. The heel has fallen off, but the shop won't give me a refund or exchange"

"I really want to go back to work, but I have no child care" My daughter had a party in her flat 2 years ago and the landlord won't refund her deposit"

"I've missed a few payment on my credit card. I'm frightened of talking to them because my friend says they will want me to pay it all off" "My x-partner has changed the lock on our house. Can I still gain access?"

"My car has been clamped. What are my rights" "I've been off sick from work and am worried about my job"

Care first

Care first Lifestyle

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Care first Lifestyle

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Username:	
Password:	

Forgot your password?

What's Available?

Care first Lifestyle is available free of charge, offering immediate information, answers and advice on a range of workplace and personal issues.

Login now to access the latest articles.

Confidentiality

Care first Lifestyle is an online solution provided by Care first.

All access is confidential. All content is available to you as part of your Employee Assistance Programme.

If you require confirmation of your login details please contact your HR department or telephone Care first on your dedicated freephone number.

Care first

Care first Lifestyle

Care first Supporting your business 24 hours everyday





New Articles

Awareness Dates

National Organic Month

Know Your Numbers

World Heart Day

Mental Health Day

National Parents' Week

National Stress Awareness Day

World Diabetes Day



Care first Client Area

Welcome to Care first

Your organisation has invested in the wellbeing of all employees. This online resource is available free of charge, offering immediate information, answers and advice to a range of workplace and personal issues.

When life is good and you're care free, it's easy to hold your head up and smile.

But occasionally you might experience a time when nothing seems to go your way; be it at work or at home. That's when things can start to feel like they're getting on top of you.

Whether you need information or have questions regarding issues such as; Stress, Pregnancy, Debt, Landlords, Neighbours or Nutrition, Care first online wellbeing can provide the answers.

Care first Logged in as carefirst Go to myhomepage



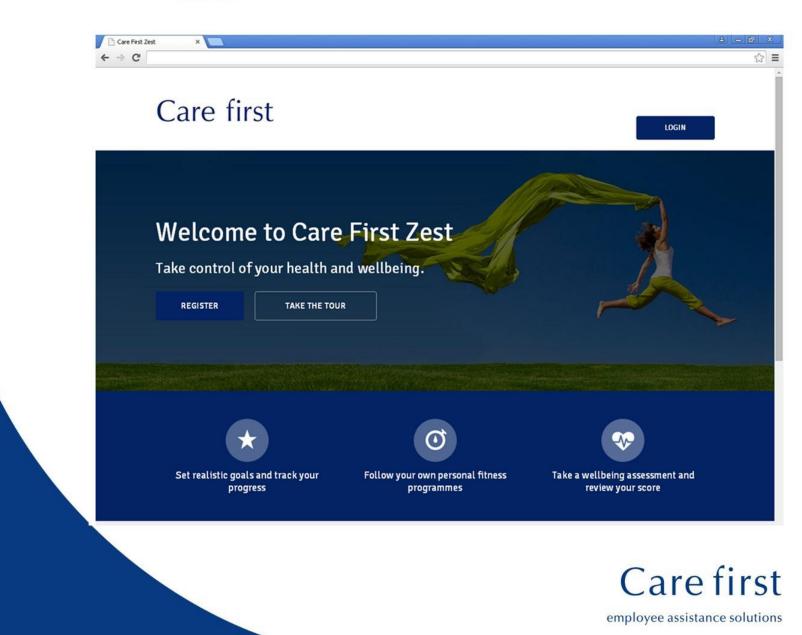
Telephone Counselling & Information Line Call us 0800 xxx xxxx

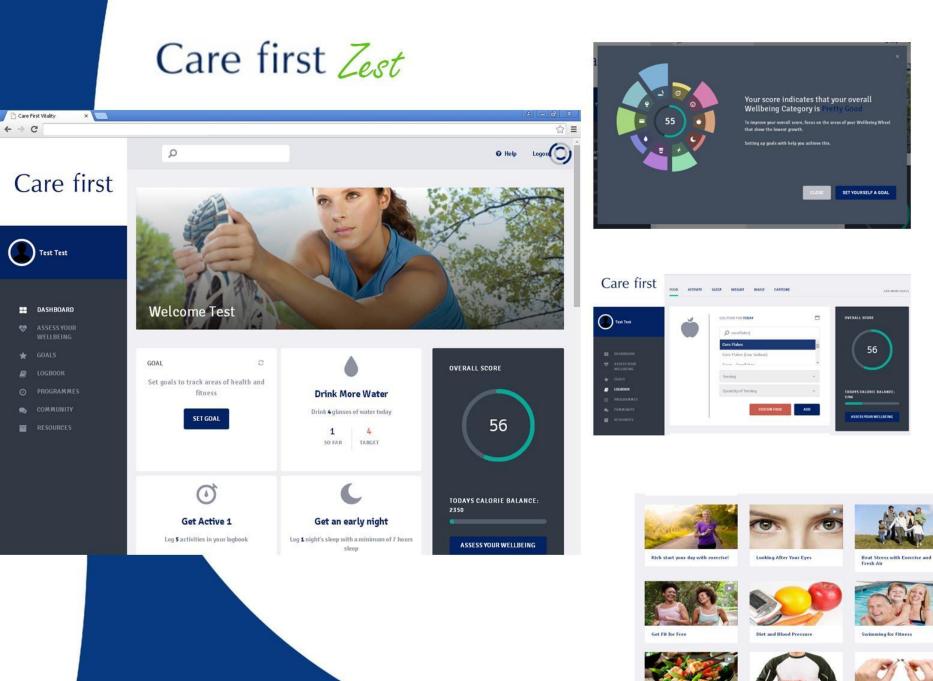


Care first Vitality Your personal health, fitness and nutrition portal.

Care first

Care first Zest



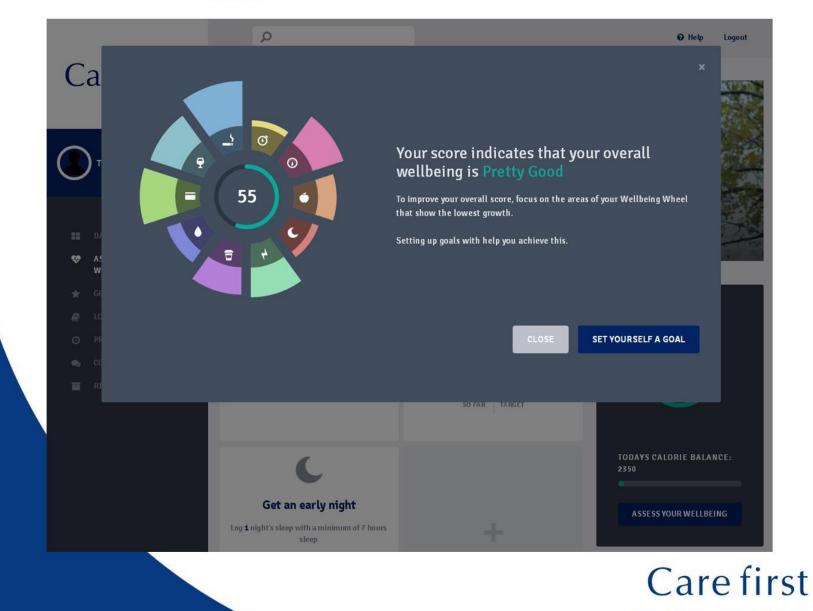


Tips for Eating Out - Indian & Chinese

Watch your Portions

The Stop Smoking Timeline

Care first Zest



Confidentiality

Only broken in exceptional circumstances

- Threat to the life of another person
- Child protection & Vulnerable Adult issues
- Risk to the security of the organisation



Who are the counsellors?

- Professionally qualified with a minimum of Diploma level training.
- Members of the British Association for Counselling and Psychotherapy.
- Checked by Criminal Records Bureau.
- Extensive experience e.g. NHS clinical psychology, GP Practice, private psychotherapy practice and agencies such as Relate and Cruse.
 - Personal qualities and organisational experience.



Care first

Counselling, Information and Advice 24 Hours a day every day of the year

Counselling and Information 0800 174 319

www.carefirst-lifestyle.co.uk

Username: **southwales** Password: **police**

www.welshframework-zest.co.uk

Organisation Code: wf1

