

The right help at the right time

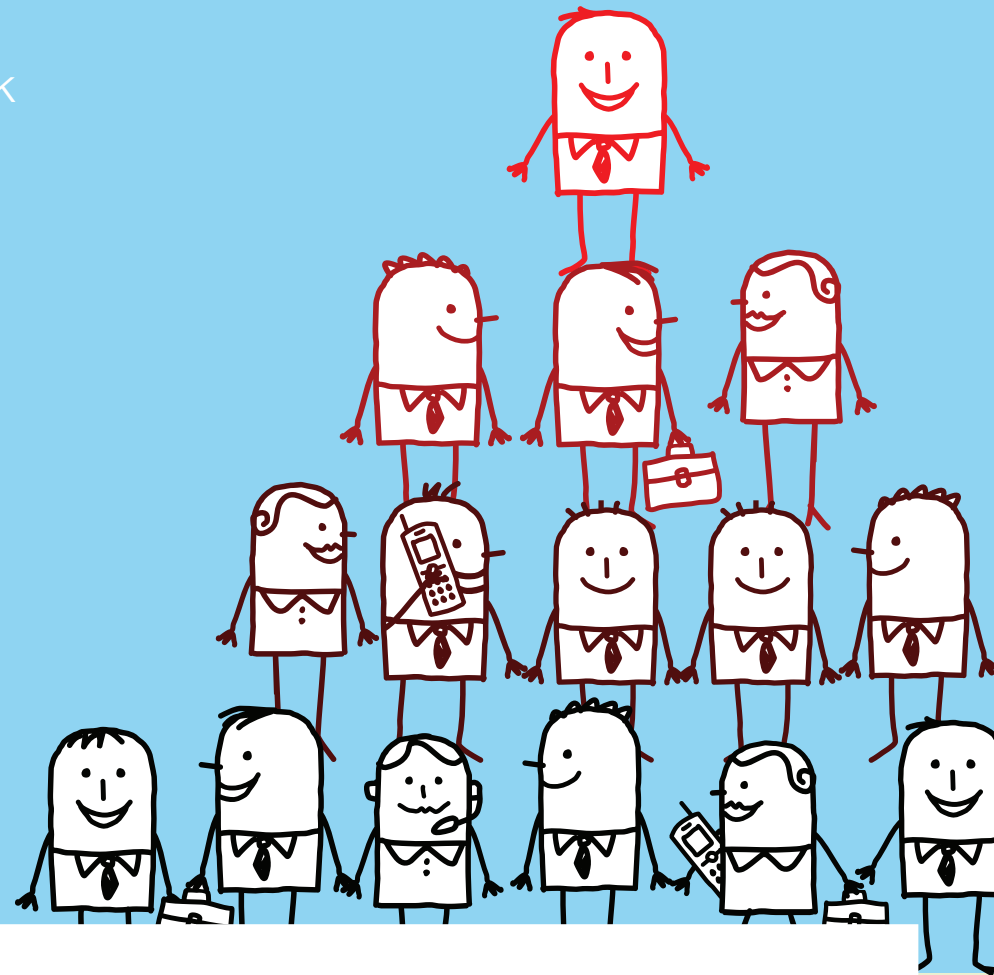
The service is available around-the-clock,
24/7, over the telephone and online.

The service aims to answer your questions
quickly and will also refer you to the most
appropriate source of support, including
counselling, legal, financial, childcare and
consumer experts.



Freephone
0800 988 8809

www.hmap-hub.co.uk



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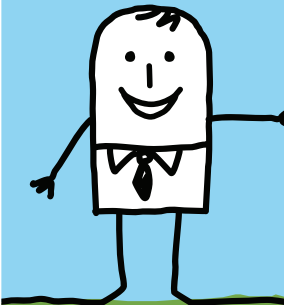
Health Matters Assistance Programme

Confidential information and counselling



Health Matters Assistance Programme

Confidential information
and counselling



Confidential care and support

Your **Health Matters Assistance Programme** is here to help you. The service provides practical information, resources, and counselling to help you balance your work, family and personal life.

Available no matter when or where, anytime, any day, support is just a telephone call away. You can even find support online. There is no limit to the number of issues you can gain support on and there is no cost to use the service.

Counselling

You are encouraged to contact the service as soon as an issue presents itself and before matters become more serious. The service can offer support to help you cope successfully with life events, helping you stay happy, healthy and fully focussed on life and work.

No matter what life hands you, we're here to help



Issues covered

Your **Health Matters Assistance Programme** can gather information and offer support on a wide range of work, family and personal issues, including but not limited to:

- Work-life balance
- Daily living – specialist information services
- Personal performance and time management
- Workplace pressure
- Stress, anxiety and depression
- Psychological and emotional issues
- Marital, family and relationship difficulties
- Bereavement and loss
- Childcare and parenting challenges
- Elderly and disability care
- Debt counselling and budget management
- Traumatic incidents or life changing events
- Health and wellbeing information

Accessing the service

When you call the Freephone number you will immediately speak with a trained service representative who will help you determine the best course of action to resolve your issue.

You may benefit from simply talking with the service representative, or you may wish to receive more specialist support or counselling.

Whatever your situation the service will help – and if appropriate, put you in touch with an expert who will assist you with the issues you are facing.

Is the service really confidential?

Confidentiality is at the heart of **Health Matters Assistance Programme** and the service representatives and counsellors are bound by their Professional Code of Practice. The service is completely independent from your employer.

When you contact the service, the only information required from you is the name of your employer. Any additional information you share is at your own discretion and appropriate to your need.

You do not have to inform anybody else that you have used the service.

There is no limit to the amount of calls you can make. To access the service please find your Support Card with Access Freephone Number:



Assistance Programme

FREEPHONE 0800 988 8809

Outside the UK: +44 (0) 20 8987 6550

MINCOM: 020 8987 6574

www.hmap-hub.co.uk

**Support and advice when you need it
24 hours a day, 365 days a year**