



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.



Tackling stress & anxiety



Work-life balance



Health & wellbeing  
advice



Around-the-clock  
support

# Employee Assistance Programme



Call us today in confidence  
Freephone  
**0800 083 3375**  
[www.lap-access.co.uk](http://www.lap-access.co.uk)

Confidential  
information  
and counselling

**Life & Progress**

LAP-CF/Oct2019

**Life & Progress**

Confidential  
Support



# Confidential care and support

Your Employee Assistance Programme from **Life & Progress** 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.

## Issues covered

Your **Life & Progress** EAP can gather information and offer support on a wide range of work, family and personal issues, including but not limited to:

- Mental health issues
- Health and wellbeing information
- Everyday living - specialist information and guidance
- Personal performance, time management and workplace pressure
- Work-life balance
- Drug and alcohol issues
- 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
- Gambling issues
- Traumatic incidents or life changing events



## Accessing the service

The service can be accessed at any time simply by calling into the service on the Freephone number. Upon speaking to a trained service representative, you will be supported and they 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.



**Life & Progress**

**FREEPHONE 0800 083 3375**

Outside of the UK: +44 (0) 1452 62 3243

MINICOM: 01452 62 3227

[www.lap-access.co.uk](http://www.lap-access.co.uk)



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