

HOW TO GET IN TOUCH

Your Employee Assistance Programme helpline is available 24 hours a day, 365 days a year.

Call: 0800 859 753

Out of Country: +41 44 878 30 28

www.icaslifestyle.com

Anytime, anywhere - access your online health and wellbeing initiatives wherever you are. ICASLifestyle is full of expert articles, videos and podcasts to help you manage life's everyday challenges.

Username: FedEx
Password: FedEx

How did we do? For feedback on any of our services, please visit www.icaslifestyle.com/feedback and login with the details above.

© Copyright 2020 ICAS International. All rights reserved.
Information is accurate at the time of writing.

YOUR EMPLOYEE ASSISTANCE PROGRAMME

When you don't know where to turn, we're here to guide you.

Free and confidential support whenever you need it!

Call. Anytime,
Whatever the reason
0800 859 753
+41 44 878 30 28
internationaleap@icasworld.com

Visit us online
www.icaslifestyle.com
Username: FedEx
Password: FedEx



FREE, CONFIDENTIAL AND IMPARTIAL GUIDANCE AND SUPPORT

We all know that life can be challenging at times. Issues like illness, debt, family problems and health can leave us feeling worried or anxious. That's why your Employee Assistance Programme gives you and your family expert guidance and specialist support on any kind of issue – from everyday matters to more serious wellbeing problems.

Perhaps you're having difficulty sleeping, feel under pressure at work or aren't sure of your legal rights, and need someone to talk to. Our team of counsellors, psychologists and work-life consultants give you easy access to the right kind of support and guidance whenever you need it.

Our website, ICASLifestyle, is full of information on a wide range of life issues to answer all your health and wellbeing questions – from tips on getting fit and eating healthily to guidance on family relationships, managing stress and dealing with conflict. The site also hosts videos and podcasts on staying healthy, and is available in several languages.

The Employee Assistance Programme is run by ICAS International, who are completely independent and will always treat your personal information in total confidence.

Your Employee Assistance Programme

- Counselling for emotional and psychological support
- Practical guidance and support on legal, financial, family and work matters
- Online health and wellbeing guidance

“For you and your immediate family”

Talk to us

What sort of help can I get?

You can turn to your Employee Assistance Programme for all types of wellbeing problems.

- Our qualified counsellors can help you with problems affecting your wellbeing or psychological health, such as stress, bereavement or relationship issues. Our work-life consultants offer practical and impartial information on everyday matters.
- In short, you can use this service to discuss your concerns or ask questions about any situation you find yourself facing, from a simple everyday scenario to a significant life-event like dealing with debt, consumer rights, tenancy issues and family problems. They will not provide legal advice but will focus on giving you the means to make an informed decision about how to proceed. Just give us a call, and we'll talk you through the sort of guidance and support we can offer.



What happens when I call?

When you call, you'll be asked a few questions, so that the consultant can get a better understanding of the kind of support you need and pass you to the right person. You don't need to give your name, but you'll need to say what company you work for.



How many times can I call?

There's no limit on how many times you can contact your Employee Assistance Programme. You can call as often as you like – the service is available 24 hours a day.



What information does my employer get?

Your employer will not know that you contacted your Employee Assistance Programme. But it helps employers to know the general kinds of things that their employees are calling about. Every now and then, your employer will get statistics on the number of employees that have called about different types of issues, like relationship problems, debt or work pressures. These figures won't identify any individuals.



Will anyone else know I've contacted the Employee Assistance Programme?

No. The Employee Assistance Programme is completely confidential and will not identify you as an individual. However, on the very rare occasions when a person might be a serious risk to themselves or others or where ICAS International are legally obliged to do so, they may need to inform others, like the emergency services.