

## COVID-19: Emotional Support from Care first

### Who are Care first?

With ever increasing uncertainties and anxieties surrounding the COVID-19 pandemic, there may be times when we will need some extra support to balance the changes to our usual routines and everyday life. Care first are an independent, leading provider of professional employee support services. Care first employ professionally qualified Counsellors who are experienced in helping people to deal with a variety of emotional issues such as Wellbeing, family matters, relationships, bereavement, money or employment worries and much more...

### How do I use the service?

The service is free of charge for you to use and you don't need to ask your manager to use Care first, just call the Freephone number and you can speak to a professional Counsellor in confidence. Care first is available 24 hours a day, 7 days a week, 365 days a year and is accessible by phone or online.

### Online Services –

- The Care first *Lifestyle* website offers extensive resources including articles on health, issues at home, issues at work, management support tools, wellbeing assessment, stress questionnaires and online counselling in real-time.

### What do I use the service for?

Care first is designed to help you with a wide range of work, family and personal issues. During the COVID-19 pandemic you may be feeling overwhelmed or particularly anxious about your own wellbeing, or concerned about loved ones, perhaps you're juggling work without childcare, or adapting to new working environments. No matter how small an issue may feel, let your EAP support you on the issues that affect all of us at some point in our lives. Topics include, but are not limited to:

- Relationships
- Childcare information
- Health and well-being
- Debt
- Disability and illness
- Careers
- Bereavement and loss
- Stress
- Work-life balance
- Elder care information
- Life events
- Immigration
- Anxiety and depression
- Family issues
- Bullying and harassment
- Education
- Consumer rights
- Workplace pressure

### Is it confidential?

Your organisation does not know who uses our service unless the individual personally chooses to tell someone about his or her contact with Care first. We do provide statistics to your organisation to show how many employees use the service and the broad types of issues that employees raise with us, for example; 'relationship breakdown at home' or 'bullying and harassment in the workplace', so no information is ever passed on which could potentially identify you.