



# Health

EMPLOYEE ASSISTANCE PROGRAMME

# Online Counselling



## What is Online Counselling?

If you're facing challenges or are worried about something, being able to talk to someone can really help reduce stress and concerns. But we know that sometimes it's easier to put thoughts in writing. Our Online Counselling support lets you chat to an expert if you'd rather not speak over the phone.

With webchat you can share any problems or worries, no matter how big or small, and know that you'll get support to point you towards the appropriate professional help.



## Is it right for me?

Online Counselling could be the best way to get help if:

- You find it easier to explore issues and feelings when you write them down, rather than talking to someone
- You like the extra privacy of online contact
- You work unusual shifts, are a frequent traveller or find it difficult to arrange face-to-face appointments
- You're housebound and have limited mobility.



## What can I get help with?

Our fully-qualified and experienced mental health practitioners can help with:

- Anxiety, panic attacks or depression
- Bereavement or other losses
- Stress at home or at work
- Relationship difficulties or family conflicts
- Making big changes.



## How often can I use the service?

You can use webchat as often as you like, it's available Monday to Friday 9am to 5pm. If you need help outside these hours, you can call our support line day or night and speak to someone in complete confidence. If it's appropriate for you, you're also entitled to scheduled online counselling sessions.\*



## Where else can I get help?

Your mental health practitioner may suggest some self-help materials to help you with your problem, and you can always speak to a counsellor. Remember, they're on hand 24 hours a day, 7 days a week.

**Whatever your worry, we can help you through it**

## For support and guidance

Tel:

Lines are open 24 hours a day, every day of the year. Health@Hand nurses: available 24/7, 365 days a year. Pharmacists and Midwives: available Monday to Friday 8am-10pm, Saturday 8am-4pm, Sunday 8am-12pm. Life Management™ (home or work issues): Monday to Thursday 8.30am-11pm, Friday 8.30am-8pm and Saturday, 8.30am-4pm.

Go to:

Username:

Password:

\*The number of scheduled counselling sessions available will depend on the agreement your company has with us. AXA Health is a trading name of AXA ICAS Occupational Health Services Limited (Registered No. 1336017) and AXA ICAS Limited (Registered No. 2548573). Registered office: 5 Old Broad Street, London EC2N 1AD until 31 March 2021, and thereafter 20 Gracechurch Street, London EC3V 0BG. Write to us at: AXA Health, AXIS House, 23 St Leonard's Road, Eastbourne, East Sussex BN21 3PX. We may record and/or monitor calls for quality assurance, training and as a record of our conversation. PB94055a/03.21