

LifeChat

Free Online Support

People who are experiencing worries in their lives and feel like they need somebody to talk to can now speak with a qualified counsellor online instantly using LifeChat.



Online CBT Support

Access a range of resources using the Cognitive Behavioural Therapy approach for self-help techniques.

Some events are less easy to predict and harder to handle, such as a death of a loved one or a serious illness. PAM Assist helps you cope with:

Personal Crises:

- Divorce
- Separation
- Infertility
- Miscarriage
- Abuse
- Anxiety disorders
- Discrimination

Family Crises:

- Support following a bereavement
- Caring for relatives
- Family conflict
- Abuse
- Mental health issues

Illness:

- Understanding the diagnosis
- Terminal illness
- Losing a loved one
- Funeral arrangements
- Depression
- Drug and alcohol abuse
- Living with long term illness
- Support following an accident
- Telling the family
- Addiction

pamassist.co.uk

Download the app



Download the app
Search PAM Assist
in your
app store



Make a note of your PAM Assist log in details below

Username	EACPILOT
Password	EACPilot1
Website	www.pamassist.co.uk
24hr Freephone number	0800 882 4102

Get the
PAM Assist
App here



Worrying
about something
or just need
to talk?

Help is on hand
24/7
365 days a year



your
Employee Assistance
Programme



Completely confidential support
0800 882 4102 pamassist.co.uk

Whenever
you need it

Confidential support
24/7 🗨️ 365 days a year
0800 882 4102



About PAM Assist

Sometimes it can be difficult to balance the pressures of work with the needs of home life. Your employer recognises that help is sometimes needed to deal with the challenges you may face in life, both practical and emotional. PAM Assist is a free and confidential life management and personal support service that is available to you 24 hours a day, any day of the year. You simply pick up the phone and self-refer via the number at the top of this page. You do not need to get anyone's permission/approval to use this service. To confirm you are eligible to use the service, you simply need to tell us who you are employed by.

What sort of issues can I call with?

No matter when, or how serious the issue is, we're here to help. As an independent, free and confidential service, provided by your employer, we can offer you information, guidance and counselling on self-referral basis. You don't need to register or sign up to use the service, just call the number at the top of the page.

We're not just here for life's crises, but also to offer support and advice for everyday issues such as getting married, moving house and even childcare. These issues can raise questions or concerns that may be helped with a discussion with an EAP counsellor or advisor. Whether you need a shoulder to cry on or just a sounding board to talk to, you can rely on PAM Assist.

Through PAM Assist, you have telephone access to qualified advisers who are trained to help. Whether it's to help you prepare for a challenge and gather essential information, or get some sound and confidential guidance on a life event that's affecting you or your family, you should feel free to call us whenever you need to. We can help with both the expected challenges and the unexpected crises.

How can I get help?

By phoning the dedicated number listed above you will reach a PAM Assist Advisor, who will assess the nature of your enquiry and offer the most suitable advice or assistance. If they cannot deal with your query immediately or you require counselling then they will arrange for you to be contacted as soon as possible.

What help is available?

The benefits of the service include:

- Provision of initial telephone advice and assistance to you including information on relevant specialist organisations and voluntary services in your local area.
- Telephone counselling.
- Up to six sessions of face-to-face counselling.

The topics PAM Assist helps deal with include; Bereavement, Emotional Issues, General Health, Ill-Health Retirement Support, Relationships, Retirement, Sickness Absence Support, Stress/Anxiety and Trauma Care. However, this list is not exclusive and the Helpline staff can deal with other issues as required.



your
Employee Assistance Programme
www.pamassist.co.uk

To access the online resources, enter the username and password provided on the other side of this leaflet.

