

Confidentiality

EAP strictly upholds confidentiality, which will be fully discussed with you during your first appointment, and is a member of the British Association for Counselling and Psychotherapy (BACP), working with reference to the 'Ethical Framework for Good Practice in Counselling and Psychotherapy'

To make an appointment for an initial session:

Contact us on:
01225 825960 / 824484

If you ring and get our voicemail, please leave a message and we will return your call as soon as we can.



Confidential Counselling & Support
for University of Bath Employees



Employee Assistance Programme

What is the Employee Assistance Programme (EAP)?

EAP is a free and confidential support service for employees of the University of Bath. Our counsellors are qualified, skilled and experienced to put you at ease and support you as you take a step forward towards your goal. We're here when you need us most, and there's no waiting list.

What is Counselling?

People come to counselling for various reasons: some want to make life changes or need support through particularly difficult times; others need to identify choices and decisions, and consider possible strategies for action; some people come to work with stresses and anxieties that may be getting in the way, or simply need support as they attempt to manage difficult feelings and situations.

People may feel that perhaps the pressures have begun to feel too great; they might like to learn practical ways of managing their stress; or to be supported as they attempt to manage conflict in relationships. Some problems, like generally feeling exhausted or losing confidence in your work performance, are not necessarily clear cut while others can be more specific, including: how to manage whilst going through a formal procedure, or dealing with a traumatic incident at work.

At such times it's easy to feel isolated and stuck and it can take courage to ask for help and trust another person. Taking that step forward can mark the beginning of a new outlook.

When you contact EAP you will be offered an initial 40-minute appointment with one of our Staff Counsellors, and should you wish to proceed with counselling we will then offer you a short course of 4 sessions, each lasting 50 minutes, with a choice of a male or female counsellor.

How Does Counselling Work?

Your counsellor will normally offer you weekly, regular appointments always in a safe, private space set aside exclusively for you. Here you can:

- explore your situation in a calm and secure environment;
- share your thoughts and feelings without fear of judgement;
- develop new perspectives, strategies and life skills;
- examine ways to make positive changes in your life.

All EAP counsellors are widely experienced, professionally trained and qualified and as well as general counselling, have specialist interests and additional expertise.

Cancelling an Appointment

If you need to cancel an appointment, other than your initial 40-minute appointment, we will be happy to reschedule that session. *We ask for 48 working hours' notice of a cancellation or you will forfeit that session.*

If you are Not Happy with our Service

We hope you will find EAP staff and services both friendly and helpful. If you are unhappy with us, please let us know so we can put things right for you if possible. If you wish to make a complaint, please contact:

Alison Lock
01225 825960
ruh-tr.EAP@nhs.net

