

# Care first

## Option 2

Welcome to Care first, an acknowledged leader in the provision of Employee Assistance Solutions. We have a proven track record in providing the highest levels of counselling and information support to over 5 million people throughout the UK and Ireland.

The Care first brand is synonymous with innovation, transparency, integrity and quality

All calls are answered 24 hours a day, 7 days a week by our UK based BACP accredited counsellors.

24/7 UK Based Counselling Centre	All freephone calls are answered 24 hours of every day by BACP accredited counsellors from within the UK.
24/7 Telephone Counselling Support	Following an initial assessment, professional counselling support is available, in the moment, or as contracted sessions 24 hours of every day.
Information Specialist Access	Care first Information Specialists are experienced former Citizens Advice specialists who can quickly provide accurate information on problems such as: Financial and Legal Advice, Consumer Issues, Eldercare, Childcare, Employment and Benefits
Face to Face / Video Counselling	Available within 5 days of the initial contact and within 20 miles of the employee's home or place of work. Each employee has access to, up to 6 sessions of face to face counselling per employee, per annum. Counselling is available in multiple languages if required
Care first Woebot	Download Care first's AI counselling support. Woebot provides in the moment support for issues around low mood. If additional support is needed, Woebot will refer you into one of the Care first counsellors straight from the App. Available from your Google Play, or App Store. please use the code cfgen
Online Counselling	Real time online counselling in a one to one chatroom environment
Online CBT	A seven session, video based and therapist supported, online programme
Care first <i>Lifestyle</i>	A comprehensive online health and wellbeing library portal which focuses on supporting all areas of an individual's life, including: Relationships, Family, Bereavement, Change, Stress, Conflict, Promotion, Retirement, Depression, Stress, Smoking and Diet
Critical and Traumatic Incident Support	Immediately available by telephone, onsite response can be arranged as required.
Professional Launch Programme	A successful launch is the first step in establishing a new EAP as a valued, trusted and recognised service. The key goals of the launch are to establish: Awareness, Confidence, Trust, Understanding and Access
Marketing and Awareness Material	A digital leaflet will be provided for each employee. Care first will also provide, articles, newsletters and e-marketing including webinars
Dedicated Service Manager	Your launch material and day to day service management will be provided by one dedicated single point of contact.