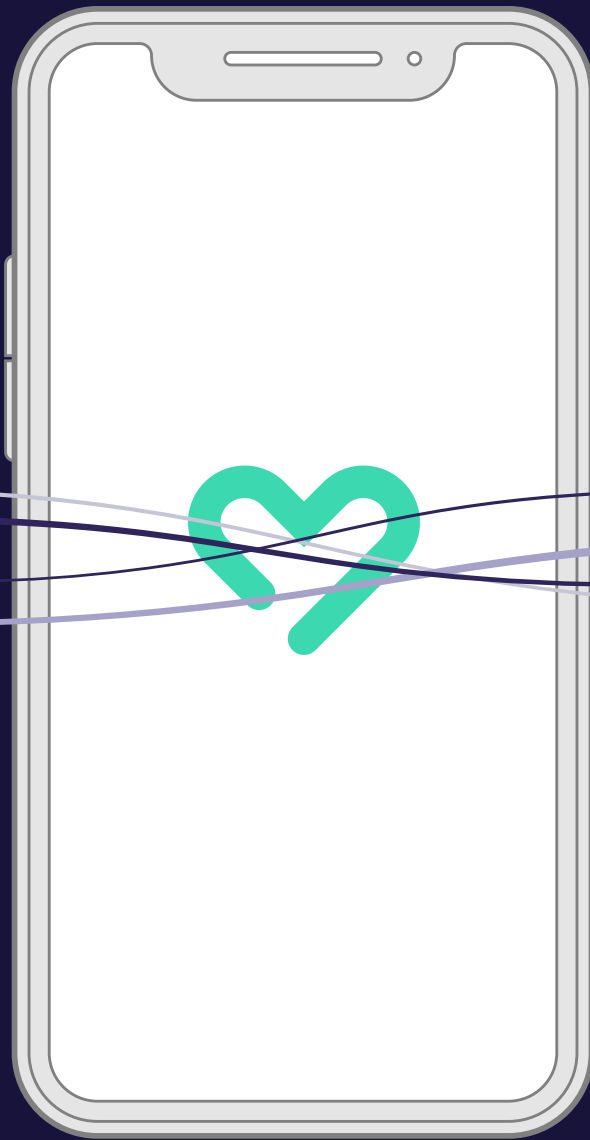




Employee Assistance Programme



FAQ

What is the Employee Assistance Programme (EAP)?

EAP is a free benefits service that is provided to all staff and is fully funded by your employer.

The EAP offers additional professional support and guidance for when things get a bit tough at work or at home. When things become difficult to manage, you can turn to the EAP to support you through life challenges that may affect your work performance, mental health and emotional wellbeing.

Ultimately, EAP is here to help you build better coping techniques with the help of our short term counselling solutions and lifestyle guides, and is available for you to use however you feel most comfortable.

What services are offered through the EAP?

There are three main services available through the EAP.

- 1** Online portal and App which offers a library of health and wellbeing articles. In addition to this, there are resources on nutrition and fitness, including yoga videos and a range of lifestyle information. This includes debt management, parenting and family guides and how to achieve a good work/life balance.
- 2** Counselling Service that gives you the opportunity to benefit from one of our specialised dedicated counsellors who are on hand to help you over the telephone, via video and face to face.
- 3** Access to our legal and financial helpline which supplies information and financial advice on a range of issues you may need help with.

Is the EAP confidential?

The EAP service is strictly confidential. We won't alert anyone in your team, department or company that you have used our services. Your privacy is important to us, so our records are kept separate from any medical or personnel files your company or doctor keeps. In fact, no one has access to the EAP records except for EAP.

We adhere to the strictest legal and ethical guidelines. We only share information with your explicit written consent. However, it is important to note that we are under obligation to contact the proper authorities if you tell us that you are going to harm yourself or someone else and if you are involved in acts of terrorism or have committed crimes against children.

Is my data safe?

We take data security very seriously. Your data is protected, never shared and always available to you. Our ISO 27001 accreditation demonstrates our commitment to your right to privacy, keeping your information, assets and data systems secure.

FAQ cont

What kind of problems can the EAP help with?

The EAP is here to help you manage work and personal stressors, as well as support you through lifestyle changes. We've listed some of our specialities below.

- Anxiety
- Depression
- Stress
- Bereavement
- Healthy eating
- Exercising
- Lifestyle changes

Will I have the same counsellor throughout?

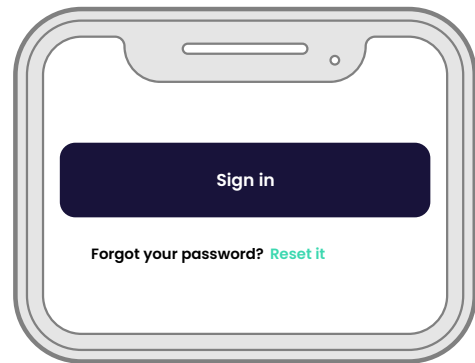
Yes! You have access to up to 6 sessions with a specialist counsellor, who will remain your touchpoint throughout.

How can I reset my password?

Underneath the sign-in button on the login page you will see a reset link that asks

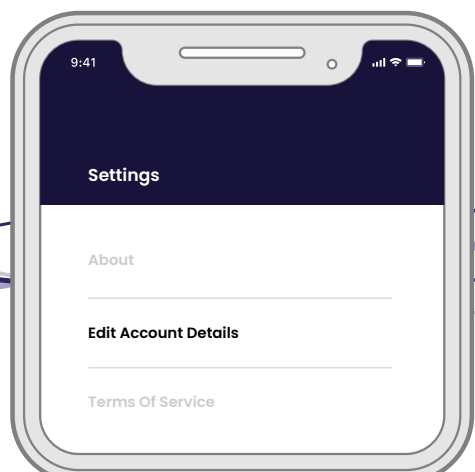
“forgotten your password? Reset it”

This will then prompt you to provide the email address for your account. Once you receive the email, use the new password supplied and change to something memorable as soon as you log in.



How can I change my account details?

Firstly, navigate to the home screen and click on the setting icon in the top right-hand corner and click edit account details. Make your changes as required and click done in the top right corner to save your changes.



FAQ cont

Is my phone / tablet compatible with MCL's EAP App?

MCL's EAP App will support devices operating on the following:

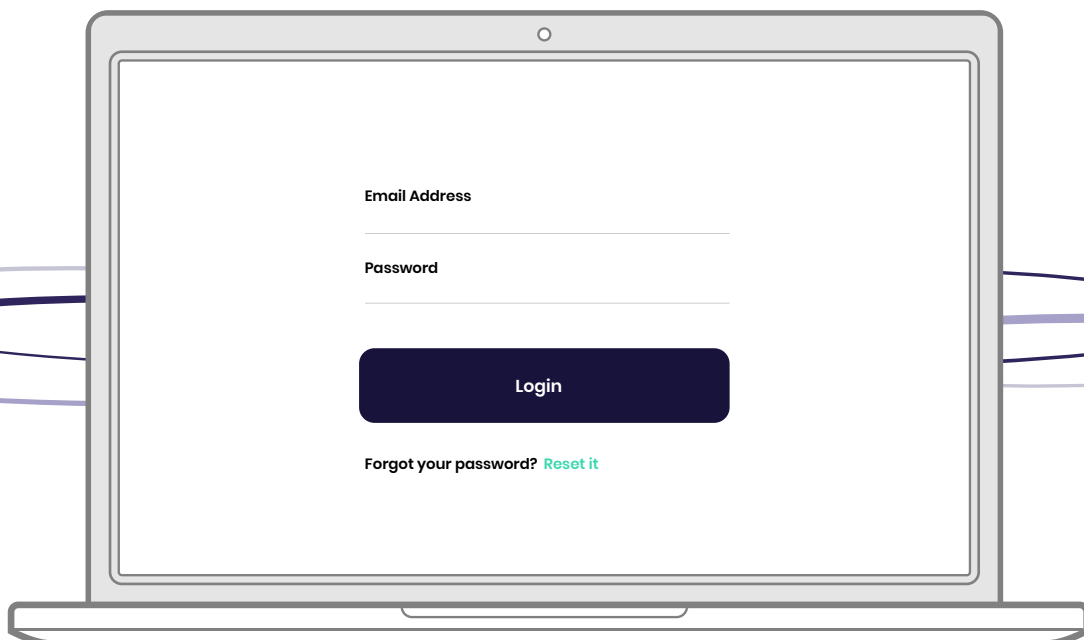
- All iOS devices running iOS 12.1 and over
- All Android devices running OS 5.0 and over



What about using my laptop / Mac / desk top with MCL's EAP Web Portal?

You can access the Web Portal using any current web browser but the Web Portal may not work fully with Internet Explorer as it's no longer supported by Microsoft. You will need a camera, microphone & speakers (or headphones) to successfully attend a virtual appointment.

Access the desktop login: app.mclmedicseap.com





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