

24-hour employee helpline service

Ealing employees and immediate family members are eligible to receive free confidential advice from our employee assistance provider, Workplace Options.

The 24-hour helpline, available any day of the week, gives you professional, confidential counselling and advice for work related or personal issues. There is no limit to the number of times you can call.

Workplace Options

Information, counselling and advice is available all day, every day. You can contact them by phone, email, online or via instant messaging – even if you are on holiday outside of the UK. Their leaflets, and wallet cards are available in all buildings or from the HR Shared Service centre in Perceval House.

Workplace Options helpline: 0800 243 458 or +44 (0)20 8987 655 (outside the UK)

Minicom: (020) 8987 657

Email: assistance@workplaceoptions.com

Website: www.workplaceoptions.com

[Login and access online help](#)

Username: Ealing

Password: employee

You can call the helpline or chat online about anything that is troubling you whether it's personal difficulties – for example relationships, family matters, stress, loss or bereavement; or work-related issues such as feeling pressure, work-load, changes at work, bullying or harassment. All calls are treated the strictest confidence.

Other topics they cover, but not limited to, are:

- Worklife balance
- Elder care
- Relationships
- Life events
- Childcare
- Coping with change
- Health and well-being
- Anxiety and depression
- Debt
- Family issues
- Disability and illness
- Bullying and harassment
- Careers
- Education
- Bereavement and loss
- Consumer rights
- Stress
- Workplace pressure

Confidentiality is the foundation of the service and Workplace Options is bound by professional standards regarding confidentiality and the disclosure of individuals who contact them.