

Employee Assistance Programme (EAP)

Support for personal and work issues

Network Rail gives all employees free access to an Employee Assistance Programme for information and counselling services. The EAP, which is provided by The Validium Group, is completely confidential and is available 24/7



Counselling Support

Counselling is a safe place for colleagues to explore personal or work-related concerns with professional support. This may take the form of counselling over the telephone, referral to face to face counselling, eCounselling, online resources or signposting to other agencies, as appropriate.



Legal

A specialist team of lawyers is available to provide colleagues with help and guidance on many different areas of personal law, including consumer, property, landlord/tenant, family and motoring law.



Financial & Debt Specialists

A dedicated team is available for colleagues to access information on money matters, which may be affecting their welfare, including managing creditors, budgeting and debt management plans.



Health & Wellbeing

The occupational health nurses provide colleagues with information and guidance on lifestyle issues such as diet, exercise and sleep, as well as answering questions about health and medical matters, child care and eldercare issues.



Manager Support

Managers can contact a specialist manager support team for confidential support when assisting colleagues with their problems, tackling difficult management issues, responding to the early warning signs of stress and referring colleagues to the EAP.



vClub Online

The vClub online EAP gives colleagues access to hundreds of downloadable help sheets, links to specialist resources and access to e-counselling.

0800 3 58 48 58

(Outside UK: +44 141 271 7179)

0330 332 9980

(Free from mobiles with contract minutes)

For online support join vClub at validium.com

24/7 Confidential Service

Username: NetworkRail

Password: onlinesupport

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INCREASING WORKFORCE VALUE