PAM Accreditations

ISOQAR
QUALITY ASSURED
ISO 9001

COHPA
Advancing Occupational Health

UK BRANCH MEMBER
INTERNATIONAL
EAP ASSOCIATION
LABOR • MANAGEMENT • CONSULTANTS

BABCP
www.babcp.com

INVESTORS
IN PEOPLE

SEQOHS

ISOQAR
INFORMATION SECURITY
ISO 27001
Some of our Clients

ASDA
DHL
Yorkshire Ambulance Service
GCU
East Ayrshire Council
P&O Ferries
Glasgow City Council
ARRIVA
IKEA
Dundee City Council
Stirling Council
northumbria university
Argyll & Bute Council
East of England Ambulance Service
Lilly
Angus Council
Perth & Kinross Council
PAM Assist

Glasgow EAP 24/7, 365 Helpline
Accredited & Experienced Counsellors
Confidential Assistance
Assistance with all queries

Understand Employee Needs
Money, Legal, & General Advice, Counselling
Person Centred Counselling

Deliver Help & Assistance
Telephonic, Manager Support,
What can employees call us about?

- Stress management
- Managing money
- Drug and Alcohol abuse
- Bereavement
- Food and nutrition
- Coping with change
- Stress at work
- Anxiety
- Debt advice
- Divorce
- Gambling
- Bullying
- Legal Advice
- PTSD
- Health information
- Domestic abuse
- Workplace Critical Incidents
- Harassment at Work
- Bullying at Work
- Suicide
- Relationships
- Budgeting
- Family Problems
- Depression
52% of those contacting or using Pam Assist services are enquiring about emotional support

10% Looking for online counselling

27% looking at health & well-being advice

3% looking advice about money

3% looking at advice about alcohol and drugs

November 2016 snapshot - counselling reasons:

- 3 cases work conflict
- 4 cases existing mental health problems, depression & anxiety
- 6 cases legal and financial support & advice
Flexible for your colleagues
PAM Assist Website

Available 24/7 for all of life’s ups and downs

Welcome to PAM Assist

PAM Assist is a free confidential support service provided to you by your employer. The service is staffed by experienced and professional advisors who are there 24 hours a day to answer your call. Through PAM Assist you will have access to clinical and professional expertise which gives you a chance to talk about all kinds of work and personal issues. These might include debt advice, relationships, managing money, stress management, moving house, health advice, work issues, domestic abuse, drug/alcohol addiction, family care or bereavement.

Sometimes it can be difficult to balance the needs of work with the pressures of home life. Your employer recognises help is sometimes needed to deal with the challenges you may face in life, both practical and emotional.

Welcome to PAM Assist

PAM Assist supports the University's commitment to promoting the health and wellbeing of our staff. This confidential service is available to all University staff members.

Freephone 0800 882 4102

Why use PAM Assist?

PAM Assist will be available to provide practical assistance and fully trained support to help you through difficult times.

Contact us

- Emotional Support
- Personal Coaching
- Online Counselling
- Medical Facts and Information
- Downloadable Factsheets
- Videos
- Stress Management
- Providing advice on all issues
- Seeking out local information / advice / assistance / support and delivering the answers to the individual
- Providing call backs with information / assistance
- Transferring calls
- Signposting
- Ensuring the individual is helped from start to finish
- Always seeing a case through to completion / satisfaction
Legal & Money Advice

- Law Express
  - All areas of law covered
- Step Change
  - All areas of money advice covered
- KPI to call back within 1 working day
- Appointed call backs with advice / information / assistance
- Contractual long standing relationship
- Follow up calls offered