

# LifeChat

Free Online Support

People who are experiencing worries in their lives and feel like they need somebody to talk to can now speak with a qualified counsellor online instantly using LifeChat.



## Online CBT Support

Access a range of resources using the Cognitive Behavioural Therapy approach for self-help techniques.

Some events are less easy to predict and harder to handle, such as a death of a loved one or a serious illness. PAM Assist helps you cope with:

### Personal Crises:

- Divorce
- Separation
- Infertility
- Miscarriage
- Abuse
- Anxiety disorders
- Discrimination

### Family Crises:

- Support following a bereavement
- Caring for relatives
- Family conflict
- Abuse
- Mental health issues

### Illness:

- Understanding the diagnosis
- Terminal illness
- Losing a loved one
- Funeral arrangements
- Depression
- Drug and alcohol abuse
- Living with long term illness
- Support following an accident
- Telling the family
- Addiction

**pamassist.co.uk**

## Download the app



Download the app

Search PAM Assist in your app store

Worrying about something or just need to talk?



Help is on hand

24/7   
365 days a year



Make a note of your PAM Assist log in details below

<b>Username</b>	rochdale
<b>Password</b>	council
<b>Website</b>	<a href="http://www.pamassist.co.uk">www.pamassist.co.uk</a>
<b>24hr Freephone number</b>	0800 882 4102

Get the PAM Assist App here



Your Employee Assistance Programme



Completely confidential support  
0800 882 4102 [pamassist.co.uk](http://pamassist.co.uk)

Whenever  
you need it

**Confidential support**  
**24/7 🗨️ 365 days a year**  
**0800 882 4102**



### ✧ About PAM Assist

Sometimes it can be difficult to balance the pressures of work with the needs of home life. Your employer recognises that help is sometimes needed to deal with the challenges you may face in life, both practical and emotional. PAM Assist is a free and confidential life management and personal support service that is available to you 24 hours a day, any day of the year. You simply pick up the phone and self-refer via the number at the top of this page. You do not need to get anyone's permission/approval to use this service. To confirm you are eligible to use the service, you simply need to tell us who you are employed by.

### ✧ What sort of issues can I call with?

No matter when, or how serious the issue is, we're here to help. As an independent, free and confidential service, provided by your employer, we can offer you information, guidance and counselling on self-referral basis. You don't need to register or sign up to use the service, just call the number at the top of the page.

We're not just here for life's crises, but also to offer support and advice for everyday issues such as getting married, moving house and even childcare. These issues can raise questions or concerns that may be helped with a discussion with an EAP counsellor or advisor. Whether you need a shoulder to cry on or just a sounding board to talk to; you can rely on PAM Assist.

### ✧ What Do I Get?

- ✓ Promotional materials includes design consultancy
- ✓ and provision of bespoke pdf literature;
- ✓ Initial broadcast emailer & bi-annual update emailers;
- ✓ Employee online help & advice portal;
- ✓ Telephone counselling 6 sessions or face to face
- ✓ Employee Mobile App (Available from Apple App Store & Google Play Store) - includes appointment scheduler;
- ✓ Online life-chat instant help service;
- ✓ Health & medical advice portal;
- ✓ 24/7/365 telephone support service, includes access to specialist advice services;
- ✓ Trauma incident management advice line;
- ✓ Quarterly Wellbeing Compass Magazine.



*Your*  
**Employee Assistance Programme**  
[www.pamassist.co.uk](http://www.pamassist.co.uk)

To access the online resources, enter the username and password provided on the other side of this leaflet.



Completely confidential support