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**Employee Assistance Programme: Staff Support Service  
Your Employee Assistance Programme: Staff Support Service is a free, confidential counselling and wellbeing support service that provides in-the-moment support to you. There are multiple access points to a dedicated Case Manager so we can respond to your needs at any time.**

**Why have we changed provider?** UCL have partnered with Spectrum Life a new Employee Assistance Programme Provider to offer UCL staff support and advice for both their work and personal lives based on their needs available via phone, what’s app, live chat.

Included is an extensive wellbeing platform and app providing holistic wellbeing support from recipes, to sleep advice, daily guided meditation to live and on demand exercise classes.

**When is the change happening?** From the 26th September Care First will no longer be available

**What are the new offerings provided?** [You can see more about the platform here](https://vimeo.com/751692477)

**What are the changes and how will I be affected?** Care First will be available up until midnight on the 25th September From the 26th of September the new phone number and website login details will be provided for people to access support

**Can I still access Care First up until this date?** UCL staff will be able to access Care First up until 12pm on 25th September

**What if I am part way through a set of counselling sessions with Care First?** Anyone receiving Care First counselling will continue their sessions until they have completed their agreed number of sessions