

How to get in touch

Your Employee Assistance Programme helpline is available 24 hours a day, 365 days a year.



Call:
800 844 7840
Out of Country:
+44 20 300 66217

www.icaslifestyle.com

Anytime, anywhere - access your online health and wellbeing initiatives wherever you are ICASLifestyle is full of expert articles, videos and podcasts to help you manage life's everyday challenges.

Username:
kaust
Password:
wellness



How did we do? For feedback on any of our services please visit www.icaslifestyle.com/feedback and login with the details above.

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Information is accurate at the time of writing.

Your **EMPLOYEE WELLBEING** Programme

When you don't know where to turn, we're here to guide you

Free and confidential support whenever you need it

Call anytime,
whatever the reason
800 844 7840
+44 20 300 66217*
youricasmena@icasworld.com

Visit us online
www.icaslifestyle.com
Username: kaust
Password: wellness

*Not a toll-free number.
Toll-free numbers are free from landlines.
Toll-free availability and charges subject to local mobile carriers.
Call or email us to request a call-back.

جامعة الملك عبد الله
للعلوم والتقنية
King Abdullah University of
Science and Technology



ICAS
World

Free, confidential and impartial guidance and support.



We all know that life can be challenging at times. Issues like illness, debt, family problems and health can leave us feeling worried or anxious. That's why your Employee Wellbeing Programme gives you and your family expert guidance and specialist support on any kind of issue – from everyday matters to more serious wellbeing problems.

Perhaps you're having difficulty sleeping, feel under pressure at work or aren't sure of your legal rights, and need someone to talk to. Our team of counsellors, psychologists and work-life consultants give you easy access to the right kind of support and guidance whenever you need it.

Our website, ICASlifestyle, is full of information on a wide range of life issues to answer all your health and wellbeing questions – from tips on getting fit and eating healthily to guidance on family relationships, managing stress and dealing with conflict. The site also hosts videos and podcasts on staying healthy, and is available in several languages.

The Employee Wellbeing Programme is run by ICAS International, who are completely independent and will always treat your personal information in total confidence.

Your Employee Wellbeing Programme

- Counselling for emotional and psychological support
- Practical guidance and support on legal, financial, family and work matters
- Managerial consulting for line managers and supervisory staff
- Positive lifestyle coaching for nutrition, health & fitness
- Online Health Risk Assessment tool providing personalised reports
- ICAS lifestyle: Online health and wellbeing guidance
 - g.: access to articles, tips on getting fit, eating healthily, family relationships, managing stress and dealing with conflict.

"For you and your immediate family"



Talk to us

What sort of help can I get?

You can turn to your Employee Wellbeing Programme for all types of wellbeing problems.

- **Counselling:** You and your family can use this service to discuss your concerns or ask questions about any situation you find yourself facing, from a simple everyday scenario to a significant life-event.
- **Financial:** You can, for example, access the service for advice around debt and budgeting. ICAS does not provide loans or sell financial products.
- **Legal:** Having issues around consumer rights, or tenancy issues? Call us for guidance. They will not provide legal advice or representation in court, but will focus on giving you the means to make an informed decision about how to proceed.
- **Wellness Coaching:** Want to make a lifestyle change but don't know where to start? Our dietitians, nutritionists, fitness and NLP coaches can help you achieve your goals.

What happens when I call?

When you call, you'll be asked a few questions, so that the consultant can get a better understanding of the kind of support you need and pass you to the right person. You don't need to give your name, but you'll need to say what company you work for.

How many times can I call?

There's no limit on how many times you can contact your Employee Wellbeing Programme. You can call as often as you like – the service is available 24 hours a day.

What information does my employer get?

Your employer will not know that you contacted the EWP. Every now and then, your employer receives feedback on kinds of issues reported to the EWP. These figures won't identify any individuals.

Will anyone else know I've contacted the Employee Wellbeing Programme?

No. The Employee Wellbeing Programme is completely confidential and will not identify you as an individual. However, on the very rare occasions when a person might be a serious risk to themselves or others or where ICAS International are legally obliged to do so, they may need to inform others, like the emergency services.