

FAQs for in-person mental health counselling from EAP (1to1help)

Who is 1to1help?

1to1help is India's leading Employee Assistance Program (EAP) service provider, known for their commitment to quality and integrity. As a global partner to over 750 companies, they cover a massive employee base of 4.5 million individuals.

They have received certifications for their adherence to the ISO 9001:2013 Quality Management System and ISO 27001:2013 Information Security System. 1to1help comes with over 20 years of experience and boasts a team of over 200 highly experienced counselors. With over 6,50,000 counseling sessions conducted, they have established themselves as a prominent global player in the EAP industry. They have partnered with renowned companies such as Lifeworks (formerly Morneau Shepell) and Lifespeak.

1to1help is Adobe's partner for EAP (Employee Assistance Program)

What is EAP?

1to1help's Employee Assistance Program (EAP) is a comprehensive solution that addresses employees' mental and emotional well-being through various interventions and resources. It provides them access to a wide array of expertly crafted resources, such as articles, assessments, infographics, videos, and podcasts. These resources offer employees the knowledge and tools to support their well-being proactively. 1to1help's services offer a diverse range of counseling modes, including Telephone, Video, Chat, and E-mail. Through this holistic approach, 1to1help aims to support organizations in fostering a positive and productive work environment, enabling employees to perform to the best of their abilities.

What is in-campus mental health counselling?

As part of its commitment to employee well-being, Adobe has partnered with 1to1help to offer in-campus counselling, in addition to counselling already available through the 1to1help website and toll-free no. This service will be available as a pilot and will allow employees to avail of one-to-one counseling with an expert counselor directly at Adobe campuses. The counseling sessions focus on addressing various issues, including stress management, personal development, work-related concerns, and relationship issues. This service reinforces Adobe's commitment to promoting a supportive and caring work culture where employees can thrive personally and professionally.

When is in-campus counselling available to employees?

A 1to1help counselor will be available at Adobe Noida 132 and BAN-2 campuses every Tuesday and Thursday, from August 24th to October 31st, between 10 am to 5 pm, providing on-site counseling services.

How do I avail in-campus counselling?

Book a session with 1to1help counselling using the below links:

- Adobe Noida, Sector-132 campus : [book here](#)
- Adobe Bangalore, BAN-2 campus : [book here](#)

To avail the counselling services, you will need to select a suitable available time slot. Once scheduled, please proceed to the designated rooms for one-to-one counselling sessions.

- Adobe Noida, Sector-132 campus: Akshara, Level-1, near cafeteria
- Adobe Bangalore, BAN-2 campus: Counselling room, 12th floor

Will Adobe know that I have taken in-campus counselling?

At Adobe, we understand the importance of confidentiality when availing counseling services. All information provided during booking and counseling sessions will be kept strictly confidential, with no individual details shared with Adobe. A monthly report will be provided to Adobe solely to evaluate the efficacy of the in-campus counselling program. You can trust 1to1help's expert counselors to maintain the highest standards of confidentiality throughout all interactions.

How is In-campus counselling different from EAP?

At Adobe, we believe in providing our employees with the highest quality counselling services, whether through our EAP or in-campus counselling program. The primary benefit of in-campus counselling is the convenience of having access to a dedicated counselor available **exclusively** to Adobe employees during the given period. In addition to counseling sessions, the counselor will conduct mindfulness activities to promote self-awareness, stress management, and self-care.

How many in-campus counselling sessions can I avail?

We recommend having a maximum of one session per month. Additionally, you have the option to select other modes of counselling based on your convenience.

Are the in-campus counselling sessions a part of the 12 Adobe sponsored EAP counselling sessions I have access to per issue per year?

The in-campus counselling sessions are provided **in addition** to the 12 Adobe-sponsored EAP counselling sessions.

Can I also book the in-campus counselling sessions for my family members e.g., spouse/children/parents?

No, these sessions are exclusively available for all full time employees of Adobe only.

How do I connect with my counselor outside of Adobe premises for counselling?

To schedule a counselling session with your dedicated counselor, simply call 1to1help's toll-free numbers 1800-2588-121 / 1800-2588-999. Sessions will be scheduled based on mutual availability.

What other benefits can I use from 1to1help?

Check out www.1to1help.net for a variety of website resources and benefits. If you are a first-time user, sign up using your official email ID. After registration, select "**Click here**" to retrieve your account details. An email from 1to1help requesting you to activate your account will follow. Please note that this is the mode of registration chosen by Adobe.

Whom do I call when I need emergency support?

To schedule a counselling session, call 1to1help's toll-free numbers 1800-2588-121 / 1800-2588-999.

As a manager/HR, can I refer employees to in-campus counseling or EAP counselling?

Sure, you can motivate employees to take advantage of the services. However, it is ultimately the employee's decision to seek support. For further assistance, you can contact managersupport@1to1help.net