

Work and epilepsy



Epilepsy Action and NHS Tayside –
working together to support
people with epilepsy.



Epilepsy Action aims to improve the quality of life and promote the interests of people living with epilepsy.

Our work...

- We provide information to anyone with an interest in epilepsy.
- We improve the understanding of epilepsy in schools and raise educational standards.
- We work to give people with epilepsy a fair chance of finding and keeping a job.
- We raise standards of care through contact with doctors, nurses, social workers, government and other organisations.
- We promote equality of access to quality care.

Epilepsy Action has local branches in most parts of the UK. Each branch offers support to local people and raises money to help ensure our work can continue.

Join us...

You can help us in our vital work by becoming a member. All members receive our magazine *Epilepsy Today*, free cover under our unique personal accident insurance scheme and access to our services and conferences.

“Our vision is to live in a society where everyone understands epilepsy and where attitudes towards the condition are based on fact not fiction”

Epilepsy Action, vision statement

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Introduction

The aim of this booklet is to help you understand the issues you may face when looking for and staying in work, if you have epilepsy. It explains what your rights are and how employers can be expected to help you. It includes information about how the equality laws apply to you, and health and safety at work. It also has suggestions about ways to deal with unfair treatment at work and gives sources of support.

If you are an employer, the information in this booklet could also be helpful for you. It explains your duties under the equality laws, and covers information such as risk assessments, first aid for seizures and recovery from a seizure in the workplace.

If you have any further questions after you have read this booklet, you may wish to speak to an epilepsy adviser on the Epilepsy Helpline, freephone 0808 800 5050.



About epilepsy and seizures

Epilepsy is a condition that affects the brain. If you have epilepsy, it means that you may sometimes have seizures (also called fits).

There are many types of seizure and each person will experience epilepsy in a way that is unique to them. For example, some people lose consciousness during a seizure but other people don't. Some people experience strange sensations, or parts of their body might twitch or jerk. Other people fall to the floor and convulse (when they jerk violently, due to their muscles tightening and relaxing in turn).

Seizures usually last between a few seconds and several minutes. After a seizure, the person's brain and body will usually return to normal.

Some people only ever have seizures when they are awake. Other people only ever have seizures when they are asleep. Some people have a mixture of both.

Further information about seizure types and symptoms is available from Epilepsy Action.



Epilepsy and working

Many people with epilepsy go out to work and find that their epilepsy does not disrupt their work in any way. Nearly all jobs are open to people with epilepsy. Whether or not you have epilepsy, employers should assess you individually for your suitability to do a particular job. This assessment would include things such as whether you have the right qualifications, skills and experience.

By law, employers can't refuse you a job simply because you have epilepsy, unless they have very good reasons for doing so. This may be, for example, if there is a law which prevents you from doing a job, such as driving a large goods vehicle.

Legal matters

Equality laws

Epilepsy and discrimination

Equality laws in the workplace

Reasonable adjustments under the equality laws

Unfair treatment in the workplace

Equality laws

Equality laws make it illegal for people to discriminate against you because of your epilepsy. People in England, Scotland and Wales are covered by the Equality Act. People in Northern Ireland are covered by the Disability Discrimination Act.

The Equality Act (England, Scotland and Wales)

The Equality Act came into force on 1 October 2010. It is one single law, which protects people from discrimination on the grounds of disability, race, religion and belief, gender reassignment, marriage and civil partnership, pregnancy and maternity, sex, sexual orientation and age. The Equality Act protects many people, including those with epilepsy, from being treated less favourably than other people.

The Disability Discrimination Act (Northern Ireland)

The Disability Discrimination Act first came into force in 1995. It protects disabled people, including people with epilepsy, from being treated less favourably than people who aren't disabled.

In this booklet, whenever we use the term 'equality laws', we are referring to both the Equality Act and the Disability Discrimination Act.

You are covered by the equality laws if you have epilepsy, or if you have had epilepsy in the past. They apply to you even if you take anti-epileptic drugs that control your seizures. They also apply to you if you no longer have seizures or if you don't take anti-epileptic drugs.



Epilepsy and discrimination

According to the equality laws, somebody might be discriminating against you if you have epilepsy and:

- they treat you less well than somebody else; and
- the treatment is because you have epilepsy, or for a reason related to your epilepsy; and
- they cannot give you a good reason or explanation for that treatment.

Somebody might also be discriminating against you if:

- they behave towards you in a way that makes you feel intimidated, degraded or humiliated, and the behaviour is related to your epilepsy; or
- you have epilepsy and they have not made any reasonable adjustments to help you with any problems that epilepsy causes you. What is reasonable varies between employers, depending on the size of the organisation and the resources that are available to them.

Equality laws in the workplace

The equality laws mean that employers must not treat you less well than someone without epilepsy, unless they have very good reasons. One reason might be to avoid risks to your safety, or the safety of people working around you. This would be as long as there were no reasonable adjustments that could be made to ensure safety.

All employers have to consider you individually for your suitability to do a job. The only exceptions to this are jobs in the armed forces, which are not covered by the equality laws.

All areas of employment are covered by the equality laws, including the following:

- job advertisements
- application forms
- interviews
- job offers
- terms of employment
- training or promotion opportunities
- dismissal or redundancy

For example, an employer shouldn't mention in a job advertisement that you have to have a driving licence, if driving is not an essential part of the job. This would be discriminating against people who can't drive because they have epilepsy.

The Equality Act allows employers to take positive action for disabled people, if they so wish. For example, an employer could guarantee an interview for a disabled person, as long as they have all the necessary qualifications for the job.

Once you are in a job, your employers cannot use your epilepsy as an excuse not to offer you a promotion.



Reasonable adjustments under the equality laws

The equality laws mean that employers have to make reasonable adjustments to help you into, or to remain in, work if you have epilepsy. A reasonable adjustment means that you are not at a disadvantage compared to someone without epilepsy. Here are some examples of reasonable adjustments that your employer could make for you if you have epilepsy.

If you usually have seizures first thing in the morning, a reasonable adjustment may be to allow you to start and finish work later than other employees. This would only be reasonable if, for example, the workplace was open during those hours.

If you always have a seizure at a certain time of day, your employer could make sure that you don't work alone at that time. This would mean that a colleague could offer you help if you needed it.

Some people find that tiredness or not getting enough sleep triggers their seizures. Other people find that rotating shift patterns make seizures more likely. If your seizures are triggered in this way, you could ask your employer to let you work on shifts that won't affect your sleep pattern.

You may sometimes need to take time off work for medical appointments for your epilepsy. You may also have sick days for reasons related to your epilepsy. Your employer could record and consider these separately to time off for other reasons, such as having another illness. This would mean that your epilepsy would not have a negative effect on your sickness record.

Unfair treatment in the workplace

The equality laws make it illegal for employers to treat people unfairly just because they have epilepsy. If you feel you are being discriminated against because of your epilepsy, talk it over with your manager or someone with a responsibility for human resources. If you belong to a union, you may want to contact them for help. There are also some organisations that may be able to offer you advice and support. These include:

- The Equality and Human Rights Commission (England, Scotland and Wales)
- The Equality Commission (Northern Ireland)
- Law Centres (England, Scotland and Wales)
- ACAS (Advisory, Conciliation and Arbitration Service)
- Disability Law Services.

Contact details for these organisations can be found at the back of this booklet.



Looking for work

Disability Employment Advisers

Special schemes to help you get a job

Applying for jobs

Job interviews

Telling potential employers about your epilepsy

Employer's insurance

Disability Employment Advisers

Disability Employment Advisers (DEAs) are based at your local Jobcentre Plus. DEAs provide a range of support, advice and information to disabled people. They can offer help if you are looking for a job, looking for training or need help to keep a job. They can also do employment assessments, to help find out how your epilepsy may have an effect on the type of work or training you want to do.

Special schemes to help you get a job

There are various schemes available to help you get a job. Your Disability Employment Adviser can provide you with more information.

- **Work Choice.** Work Choice helps disabled people whose needs can't be met through other work programmes, Access to Work (see page 19) or workplace adjustments. This might be because you need more specialised support to find employment or keep a job once you have started work. Work Choice will focus on helping you achieve your full potential and move towards being more independent.
- **New Deal for Disabled People.** This is a programme of advice and practical support, which helps people move from disability and health-related benefits into paid employment. This scheme is not available everywhere, so please contact Epilepsy Action for more information.

Applying for jobs

The Equality Act means that employers can't ask questions about your health or disabilities before they offer you a job, without good reasons. A good reason would be if a person needed to have reasonable adjustments made for a job interview or assessment. Or, the employer may need to know if there are any health and safety reasons why a person could not do a specific job. Employers should only use medical questionnaires, before offering you a job, when they are strictly necessary. The same rule does not apply under the Disability Discrimination Act.

Job interviews

The equality laws mean that during an interview, employers can only ask questions about your epilepsy that relate directly to the job you are applying for. For example, they could ask how your epilepsy could affect your ability to do that job safely. They can also ask about reasonable adjustments they may need to make, to help you do the job.



Telling potential employers about your epilepsy

You don't have to tell your employer or a potential employer about your epilepsy, if you don't feel it's relevant. This could be the case if your epilepsy is well controlled and won't affect your ability to do your job safely and effectively.

If you don't declare your epilepsy and it does affect your ability to do your job safely, your employer may be able to dismiss you. Your employer would have to prove that they gave you the opportunity to tell them how your epilepsy could affect your job. They would also have to prove that you didn't provide this information. They must also prove that at the time you applied for the job, your epilepsy could have caused health and safety risks.

When you are deciding whether or not to tell your employer about your epilepsy, here are some things to consider.

- If your employer doesn't know about your epilepsy, they can't make reasonable adjustments under the equality laws (see page 7) to help you do your work. What's more, they couldn't be blamed for not doing so.
- If your employer doesn't know about your epilepsy, they won't know how to help you during and after a seizure.
- It's very important to make sure that you are fulfilling your responsibilities under the Health and Safety at Work Act (see page 16).
- You may not be covered by your employer's insurance if they don't know that you have epilepsy. (See below)

If you do decide to tell your employer about your epilepsy, it would be advisable to do this before you begin the job. This would give them time to arrange any reasonable adjustments for you, if necessary.

If you don't declare your epilepsy before starting a job, you can change your mind and tell your employer at any time. You might do this if your seizures become more frequent or severe, and you feel they may start to have an effect on your work.

Employer's insurance

Your employer's insurance may pay you compensation if you are injured at work, or if you become ill because of your work.

If you have not told your employer about your epilepsy you may not be covered by their insurance, for accidents related to your epilepsy. This means that you would not receive any compensation if you had an accident caused by your epilepsy.

Epilepsy in the workplace

Health and safety at work

Risk assessments

Care plans for seizures in the workplace

Telling people you work with about your epilepsy

Working with computers

Professional driving

Pensions

Health and safety at work

The Health and Safety at Work Act (1974) means that all employers have to provide a safe workplace. They must protect all their employees from any possible danger to their health while they are at work.

As an employee, you also have a responsibility to take reasonable care of your own and other people's health and safety at work. If your epilepsy poses a health or safety risk to you, your colleagues or anybody else, you must tell your employer about it. This is the law.

Health and safety restrictions

If you have uncontrolled seizures, there are some jobs that are not likely to be suitable for you, for health and safety reasons. These include working:

- at unprotected heights
- near open water
- with high voltage or open circuit electricity
- on or near moving vehicles
- with unguarded fires, ovens and hot plates
- on isolated sites.



Risk assessments

When your employer knows about your epilepsy, they will need to carry out a risk assessment. This is to identify any possible safety risks to you or other people in the workplace, because of your epilepsy. Your employer can use the information from a risk assessment to make reasonable adjustments in the workplace to make it safer.

As epilepsy affects each person differently and every workplace is different, it's not possible to have set guidelines for risk assessments for people with epilepsy. Each person must be assessed individually for any potential risks to health and safety that they may face at work.

Here are some of the questions you may be asked during a risk assessment.

- What type(s) of seizure do you have?
- How often do you have seizures?
- How long do your seizures usually last?
- What usually happens when you have a seizure?
- How long does it usually take you to recover from a seizure?
- What time of day do you usually have seizures?
- Do you get a warning – also known as an ‘aura’ – before you have a seizure?
- Is there any part of the job that you are concerned about?

Possible changes or adjustments after a risk assessment

A risk assessment may identify that your epilepsy would have very little, if any, impact on the job you are to do. For example, your seizures may be well controlled. Or you may work somewhere that would be unlikely to be dangerous if you did have a seizure, such as an office. If this is the case, your employer may not need to make any changes or adjustments to make the workplace safer for you.

A risk assessment may identify that you have frequent seizures that can happen any time. This would make it dangerous for you to work near the hot stoves in a kitchen. Your employer may decide that it would be safer for you to work in a separate area of the kitchen, such as a dessert preparation area.



If you look after young children on your own, and you have uncontrolled seizures, this could be a risk to their health and safety. Your employer could make this situation safe by making sure that there are other adults around when you look after children.

A risk assessment may show that there is nothing your employer could do to make the situation safe. In this instance, for health and safety reasons, you would be unlikely to be able to do this part of a job. However, this could be reassessed in the future if you gained seizure control.

Help with the costs of making reasonable adjustments

A risk assessment may show that changes are needed to make the workplace safe for you and your colleagues. For example, the employer may need to buy some special aids or equipment, or make adaptations to the premises or equipment. There is a scheme called Access to Work, which may help with funding for some or all of these changes.



For more information, contact the Disability Employment Adviser at your local Jobcentre Plus. They can put you in touch with an Access to Work adviser.

People who do risk assessments

Risk assessments may sometimes be done by the employer. In some cases it may be necessary for the employer to ask an occupational health professional to do the risk assessment. Here are some organisations that can arrange risk assessments:

- The Health and Safety Executive (HSE)
- Employment Medical Advisory Service (EMAS)
- Private health and safety consultancies

Contact details for these organisations can be found at the back of this booklet.

Risk assessments if your epilepsy changes

If your epilepsy, or epilepsy treatment, changes at any time, your employer should do a new risk assessment. For example, if you withdraw from your anti-epileptic drugs, this could put you at a higher risk of having seizures. Your employer may need to make some new adjustments, to make sure that you and your work colleagues are as safe as possible.

Care plans for seizures in the workplace

If there is the possibility that you will have seizures at work, it is a good idea to prepare a care plan with your employer. The care plan can include information such as what happens when you have a seizure and how people can help you during and after a seizure. For example, you could ask to be allowed to recover in a quiet room after a seizure, before returning to work.

Telling people you work with about your epilepsy

It is up to you if you want your colleagues to know about your epilepsy. Bear in mind that, if people know about your epilepsy, they will usually feel more confident about helping you if you have a seizure.

Many people find that by being open about their epilepsy, their colleagues have a positive attitude towards the condition. If you think it would help, you could ask your employer to arrange some training for your colleagues to increase awareness and understanding of epilepsy. Epilepsy Action has a number of volunteers who can give epilepsy awareness presentations. Contact Epilepsy Action for more information.

Your employer can't let other people know about your epilepsy without your permission. This is to comply with the Data Protection Act. If you do agree to let work colleagues know, you should sign a consent form. This would give your employer permission to tell one or more named individuals.

Working with computers

Most people with epilepsy use computers with no risk of them triggering a seizure. Very occasionally, looking at some older types of computer monitors may trigger seizures in people who have photosensitive epilepsy. This is a type of epilepsy where seizures are triggered by flashing or flickering lights. It's estimated that around three to five people in every 100 people with epilepsy have photosensitive epilepsy. If you are unsure if you have this, your GP or neurologist should be able to tell you.

Anti-glare screens

These screens can help to reduce glare, but don't reduce the flicker rate. For this reason, they don't offer any specific benefit to people with photosensitive epilepsy.

More information about photosensitive epilepsy is available from Epilepsy Action.

Professional driving

Some people with epilepsy can apply for a licence to drive medium and large goods vehicles and large passenger carrying vehicles. To be able to do this, you must have been seizure-free and off medication for ten years.

More information about driving and epilepsy is available from Epilepsy Action.

Pensions

If you have epilepsy, you are entitled to the same pension rights as any other employee. Your employer can't exclude you from company schemes just because you have epilepsy. The equality laws cover pension services. You can get more information about pensions from The Pensions Advisory Service. Contact details are at the back of this booklet.



Seizures in the workplace – advice for employers

First aid for seizures

General first aid advice for seizures can be found at the back of this booklet. If you have an employee with epilepsy, you can ask them for specific advice about their seizures and how they feel you could help them during a seizure.

Recovery after a seizure

Epilepsy is a very individual condition, so it can be very helpful for you to create a care plan with each employee with epilepsy (see page 21).

There are many different types of seizures. Many people don't need any first aid or recovery time after they have had a seizure.



Some people will sleep for a few minutes, others for several hours. Some people will be able to return to work within a short time, other people may be unable to work for the rest of the day. Following certain types of seizure, it is usual for the person to be very tired and to need time to sleep.

Seizures are usually the same for a person each time they happen, so ask the person about their recovery time.

If recovery time is brief, the person may just need a quiet place to rest and then be able to return to their work. Decide in advance where this rest should take place. It is in the company's interest as well as the employee's for them to be allowed back to work as soon as they feel able.

If recovery time is going to be lengthy and the person needs to go home, decide how they will get there. This should be in line with your company policies and procedures for anyone becoming unwell at work. Bear in mind that some people are very confused immediately after a seizure and may not be safe to travel alone.

Transport to work

Access to Work

If you are not able to use public transport, you may be entitled to help with the cost of getting to work by other means. This help comes under the Access to Work scheme. You can get further information from the Access to Work adviser at your local Jobcentre Plus.

Bus fares

If you live in England, Scotland or Wales, you may be entitled to free bus travel at certain times of day. You might qualify for this if you are not eligible to hold a driving licence or if you receive certain benefits.

If you live in Northern Ireland, you may be eligible for a half-fare bus pass. You might qualify for this if you are not eligible to hold a driving licence, receive certain benefits or if you have a learning disability.

More information about bus fares is available from Epilepsy Action.

Disabled Person's Railcard

If you have epilepsy and take anti-epileptic drugs (AEDs) you can apply for a Disabled Person's Railcard. You will need to pay for this, but it will save you money if you regularly travel by train. The Railcard gives an adult a discount of up to a third on a range of rail tickets. The same discount also applies to one adult who is with the railcard holder.

You can get an application form for a Disabled Person's Railcard from some railway stations, online at www.disabledpersons-railcard.co.uk, by telephoning Rail Travel made Easy on 0845 605 0525, or by calling the Epilepsy Helpline.

Sources of further advice and information

The Equality and Human Rights Commission (England, Scotland and Wales)

The Equality and Human Rights Commission provides advice and information about the Equality Act (EA) to individuals and organisations. It also has the power to enforce the EA and can offer legal advice, support and conciliation.

Telephone 0845 604 6610 (England)
 0845 604 5510 (Scotland)
 0845 604 8810 (Wales)
Website www.equalityhumanrights.com

The Equality Commission (Northern Ireland)

The Equality Commission provides advice and information about the Disability Discrimination Act in Northern Ireland.

Telephone 0289 089 0890
Website www.equalityni.org

Law Centres (England, Scotland and Wales)

Law Centres provide free legal advice and representation to disadvantaged people.

Telephone See your local Phone Book
Website www.lawcentres.org.uk

ACAS (Advisory, Conciliation and Arbitration Service)

ACAS aims to improve organisations and working life through better employment relations. They offer free advice about employment rights.

Telephone 0845 747 4747
Website www.acas.org.uk

Disability Law Services

Disability Law Services offer advice and information about employment law to disabled people.

Telephone 020 7791 9800

Website www.dls.org.uk

Jobcentre Plus

Telephone See your local Phone Book

Website www.direct.gov.uk

The Health and Safety Executive (HSE)

HSE can provide general information and guidance for employers about work-related health and safety issues. They also offer a free leaflet *Five steps to risk assessment*, which aims to help employers do their own risk assessments. This can be downloaded from their website. There is also a specific section about employing disabled people on the HSE website.

Telephone 0845 345 0055

Website www.hse.gov.uk

Employment Medical Advisory Service (EMAS)

EMAS is part of the Health and Safety Executive. It is staffed by specialist occupational health professionals who give health related advice for people with medical conditions.

Telephone 0845 345 0055

Website www.hse.gov.uk (type EMAS in the search box)



Private health and safety consultancies

There are many private health and safety consultancies who will visit your workplace and carry out a risk assessment on behalf of your employer. These consultancies will charge for their services.

A directory of accredited health and safety professionals is available from the Institute of Occupational Safety and Health.

Telephone 0116 2573100
Website www.iosh.co.uk

The Pensions Advisory Service

Telephone 0845 601 2923
Website www.pensionsadvisoryservice.org.uk

About this publication

This booklet is written by Epilepsy Action's advice and information team, with guidance and input from people living with epilepsy and medical experts. If you would like to know where our information is from, or there is anything you would like to say about the booklet, please contact us.

Epilepsy Action makes every effort to ensure the accuracy of information in its publications but cannot be held liable for any actions taken based on this information.

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First aid for tonic-clonic seizures

The person goes stiff, loses consciousness and falls to the floor

Do...

- Protect the person from injury (remove harmful objects from nearby)
- Cushion their head
- Aid breathing by gently placing the person in the recovery position when the seizure has finished (see the pictures)
- Stay with them until recovery is complete
- Be calmly reassuring



Don't...

- Restrain the person's movements
- Put anything in their mouth
- Try to move them unless they are in danger
- Give them anything to eat or drink until they are fully recovered
- Attempt to bring them round

Call 999 for an ambulance if...

- You know it is the person's first seizure
- The seizure continues for more than five minutes
- One seizure follows another without the person regaining consciousness between seizures
- The person is injured
- You believe the person needs urgent medical attention

First aid for focal seizures

The person is not aware of their surroundings or of what they are doing

Some common symptoms

- Plucking at their clothes
- Smacking their lips
- Swallowing repeatedly
- Wandering around

Do...

- Guide the person away from danger
- Stay with the person until recovery is complete
- Be calmly reassuring
- Explain anything that they may have missed

Don't...

- Restrain the person
- Act in a way that could frighten them, such as making abrupt movements or shouting at them
- Assume the person is aware of what is happening, or what has happened
- Give the person anything to eat or drink until they are fully recovered
- Attempt to bring them round

Call 999 for an ambulance if...

- You know it is the person's first seizure
- The seizure continues for more than five minutes
- The person is injured during the seizure
- You believe the person needs urgent medical attention

Further information

If you have any questions about epilepsy, please contact the Epilepsy Helpline.

Epilepsy Action has a wide range of publications about many different aspects of epilepsy. Information is available in the following formats: booklets, fact sheets, posters, books, videos and DVDs.

Information is also available in large text.

Please contact Epilepsy Action to request your free information catalogue.

Epilepsy Action's support services

Local meetings: a number of local branches offer support across England, Northern Ireland and Wales.

forum4e: our online community is for people with epilepsy and carers of people with epilepsy. For people aged 16 years or over. Join at www.forum4e.com

Epilepsy awareness: Epilepsy Action has a number of trained volunteers who deliver epilepsy awareness sessions to any organisation that would like to learn more about the condition. The volunteers are able to offer a comprehensive introduction to epilepsy to a range of audiences.

If you would like more information about any of these services, please contact Epilepsy Action. Contact details are at the back of this booklet.

Work and epilepsy

Please complete this form to tell us what you think of this publication.

How useful have you found this publication?

- Very useful Useful Quite useful Not at all useful

Is the language clear and easy to understand?

- Very clear and easy to understand
 Clear and easy to understand
 Quite clear and easy to understand
 Not at all clear or easy to understand

Does this publication cover all you want to know about the topic?

- Completely Mostly Not quite Not at all

What do you think of the design and general layout of this publication?

- Excellent Good OK Poor

Please let us have your comments:

Date: _____

Please return the completed form to:

Epilepsy Services, Epilepsy Action, FREEPOST LS0995, Leeds LS19 7YY

epilepsy *action*

Epilepsy Action
FREEPOST LS0995
LEEDS
LS19 7YY

Registered charity in England (No. 234343)

How to contact the Epilepsy Helpline

Telephone the Epilepsy Helpline freephone **0808 800 5050**

Monday to Thursday 9.00 am to 4.30 pm Friday 9.00 am to 4.00 pm

Our helpline staff are Typetalk trained

Write to us free of charge at **FREEPOST LS0995, Leeds, LS19 7YY**

Email us at **helpline@epilepsy.org.uk** or visit our website:

www.epilepsy.org.uk

Text your enquiry to **07797 805 390**

Send a Tweet to **@epilepsyadvice**

About the Epilepsy Helpline

The helpline is able to offer advice and information in 150 languages.

We provide confidential advice and information to anyone living with epilepsy but we will not tell them what to do. We can give general medical information but cannot offer a medical diagnosis or suggest treatment. We can give general information on legal and welfare benefit issues specifically related to epilepsy. We cannot, however, take up people's cases on their behalf.

Our staff are trained advisers with an extensive knowledge of epilepsy related issues. Where we cannot help directly, we will do our best to provide contact details of another service or organisation better able to help with the query. In doing this, Epilepsy Action is not making a recommendation.

We welcome comments, both positive and negative, about our services.

To ensure the quality of our services we may monitor calls to the helpline.

Epilepsy Helpline: freephone 0808 800 5050

www.epilepsy.org.uk



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Environmental statement

All Epilepsy Action booklets are printed on environmentally friendly, low-chlorine bleached paper. All paper used to make this booklet is from sustainable forests.

