health assured



Your guide to

Our Services

Your healthy advantage

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health assured

Your healthy advantage

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Health Assured

Your healthy advantage

Health Assured is the UK and Ireland's largest award-winning employee assistance programme (EAP) provider.

We help over 13 million people overcome physical, mental, social and financial challenges.

We're here for you. With our help, you can better support your own people, your own organisation and your own wellbeing.

The EAP offers a complete resource of wellbeing services including:

- Our **24/7, 365 helpline**
- Access to structured counselling support via telephone and online
- Further access to local face-to-face counselling with our network of qualified counsellors across the UK and Ireland
- Cognitive behavioural therapy (CBT)
- Mental Health First Aid (MHFA) training
- Our online **wellbeing portal** and **My Healthy Advantage** smartphone app, which put our services in the palm of your hand
- A selection of wellbeing workshops, bringing our knowledge and experience to your workplace
- Critical incident and trauma support, mediation and more

over 13 million lives

−35

35% reduction in workplace stress

+72

72% lift in return-to-work rates

What is an EAP?

Employee Assistance Programmes (EAP) are confidential helplines that help smooth out personal and work-related problems.



85% of adults experience stress often

Forth, UK Stress Survey 2018



An EAP reduces stress, boosts wellbeing, and encourages a happier, healthier workforce.

Pressure can be caused by both positive and negative experiences and is a normal, natural reaction to certain situations. Feeling some pressure can help people focus and stay motivated, but when pressure becomes too much and develops into stress we can risk burning out. People spend a lot of time at work and it's vital that they have a support system in place. Knowing that problems can be shared and tackled helps employees—and employers—live healthier, happier lives.

Health Assured provides a complete support network. Your people can access compassionate advice at any time of the day or night. Whatever their problems—mental or physical illness, financial struggles, legal issues—they can count on Health Assured.

When your employees feel they have proactive, caring support on their side, you'll find their wellbeing is enhanced, their absence levels are lower and productivity increases.

Your Health Assured experts

Counsellors

The team of telephone and online counsellors are based in our UK call centre, which is staffed 24/7, 365. Each counsellor works within the British Association for Counselling and Psychotherapy's (BACP) ethical framework for good practice in counselling and psychotherapy, and undergoes regular training.

Legal advisors

The Health Assured legal services team is made up of legal professionals. They receive constant training and professional development, ensuring consistent quality and conduct. They can provide information on a wide range of topics—from divorce procedures to tenancy and housing disputes, probate, partnership issues and more.

Relationship managers

Our dedicated relationship managers will support with the implementation, review and promotion of our service. They are available to deliver presentations to employees, managers, or both, and specialise in proactive management.

How will your organisation & people benefit?

When you take active steps to care for your employees, they are happier, healthier, they work harder and get better results, and there's a much more pleasant workplace atmosphere. All of this is good for business.



"We have used Health Assured's services since 2014, and consider it an essential service to support our staff."

Sheffield University

85% of UK adults experience stress regularly. And 39% admit to feeling too stressed every day[1].

Constant stress leads to physical illness. That's millions of people, all risking heart problems, respiratory issues and digestive trouble in their lives.

Many factors cause that stress. Money worries, overwork, family problems. People don't always have someone to turn to and talk about the things that are getting them down. And that's a problem.

Our EAP supports your people, whatever their issue. Personal or professional problems—Health Assured will help. Employees and their immediate family[2] can rely on us for friendly, proactive advice, aiming to solve problems quickly and positively.

Of course, this means great benefits to your organisation. Knowing that your people have this support in place means leaders and managers can concentrate on keeping the organisation running smoothly. And when employees are less stressed, productivity improves.



45% reduction in mental health-related sickness and absence

18% improvement in staff turnover

8% boost in staff productivity

30% drop in costs and expenses

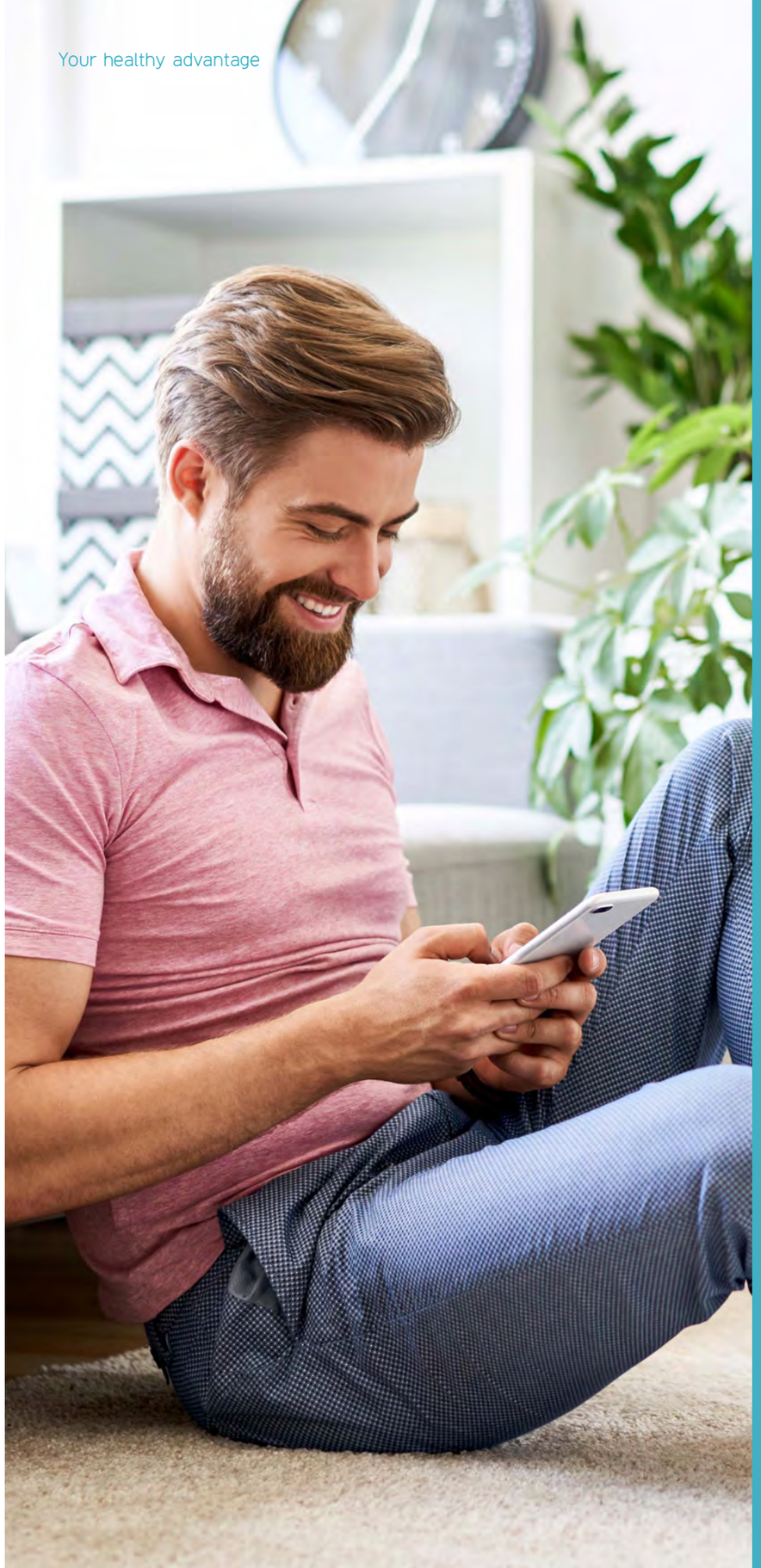
[1] Forth, UK Stress Survey 2018.
[2] Health Assured defines immediate family members as spouse/partners and children aged 16 to 24 in full time education, living in the same household.

Services at a glance

We're not just a helpline—Health Assured's core EAP products include additional benefits, which deliver great support for your staff, and great value for you. We can also extend our support to overseas employees through an international partnership arrangement in over 170 countries worldwide.

	Essential EAP	Complete EAP
Free 24/7 counselling, legal & information line	✓	✓
Online health portal & My Healthy Advantage app	✓	✓
Medical information line	✓	✓
Critical incident advice & telephone support	✓	✓
Management support line & counselling	✓	✓
Relationship management support & usage reporting[1]	✓	✓
Structured telephone counselling sessions	✓	✓
Face-to-face counselling sessions		✓
Active Care—Day 1 intervention for stress		✓

[1] MI reporting is subject to the terms and conditions of contract dependent on the size of the organisation.



Medical information

We have qualified nurses available to offer information on a range of medical or health related issues. They are a valuable resource, offering a sympathetic ear and practical advice.

Management support

It's not just for front-line employees—we offer a dedicated support line for managers, with advisors on-hand to help with any issues they may have. There are also guides and literature available, walking managers through the referral process. Health Assured helps you support your people.

Face-to-face counselling

Our network of counsellors spans the UK and Ireland. Should you choose face-to-face counselling, we'll find you a counsellor nearby, and arrange an appointment at a time that suits you.

Active Care—Day 1 intervention for stress

A unique feature to Health Assured, Active Care provides effective intervention on the very first day a fit note is received for a stress-related absence. Active Care ensures a high degree of proactivity and engagement with the employee during their absence.

Digital support

Health Assured believes that you should benefit from our services 24/7, 365 in the most convenient way to you.

That's why, as well as our phone-based counselling and advice, we've developed an online portal and smartphone app accessible whenever you like, wherever you might be.

Online portal

Our online portal features a comprehensive library of wellbeing information, which you can access easily via any web browser—on your computer, smartphone or tablet. We supply each of your people with login credentials, meaning they can use the help available to them as and when they need it.

You can access interactive health assessments, lifestyle advice, coaching tools, online cognitive behavioural therapy (CBT) and more:

- **Life support:** legal and financial support, assessments, and family/relationship resources
- **Work life:** advice on achieving a good work-life balance, progressing in your career and asserting your rights
- **Physical health:** information and articles on keeping yourself fit and active, losing weight and maintaining good exercise habits
- **Emotional health:** articles on keeping good mental health, lowering stress and recognising symptoms of ill-health

You'll also find a host of resources including wellbeing videos, four-week programmes, interactive health checks and links to trusted sources. All available whenever you need it.

My Healthy Advantage app

Life's pressures can happen to anyone, anywhere, at any time. It's good to have support immediately available. So how can Health Assured make accessing that help simple?

We designed the My Healthy Advantage app with your convenience in mind. Available for iOS and Android platforms, it offers immediate support in the palm of your hand, and is available 24/7, 365.

It's free to download, and offers health and wellbeing support in your pocket.

- **Physical and mental health** support
- **Financial wellbeing** assessments and tips
- Extensive library of **videos, webinars, planners and more** at the tap of a button
- **Breathing techniques** – our effective in-app breathing techniques help achieve a sense of calm and relaxation
- **BrightTV** – powered by Health Assured. A monthly TV series, featuring well-known personalities talking about their personal experiences with mental health issues
- Quick access to online **cognitive behavioural therapy** (CBT)
- **Self-improvement methods** such as becoming more assertive, more resilient, and more mindful
- **Lifestyle guidance** for family matters, relationships, neighbour disputes, and legal problems



Our app is FREE to download, and offers health & wellbeing support in your pocket.

Designed to improve mental and physical health with **tailored resources**, **wellbeing tools** and **personalisation features**.

GET IT ON Google Play

Download on the App Store

Workshops & training

Sometimes, the best place to learn about your workplace wellbeing is your workplace itself. Health Assured delivers wellbeing and mental health workshops directly to you.

Expert wellbeing workshops

Our teams visit at a time that suits you, delivering friendly, expert advice that will help your people get the most out of their working day. These workshops are available to all. We hold them at a location of your choice—your office, a nearby hotel—wherever suits you and your people best.

Our topics include:

- **Stress management:** how to identify and combat stress
- **The road to resilience:** techniques to cope with—and master—pressure
- **Mindfulness:** benefits and practical techniques to become a beacon of calm
- **Nutrition:** better living through better eating
- **Coping with change:** make dealing with change a breeze
- **Mental health awareness:** understand the importance of good mental health
- **What is trauma?:** how to cope with critical incidents and promote recovery
- **Mental health & men:** understand male mental health and the common challenges
- **The menopause:** what the menopause is and how it affects the workplace
- **Financial wellbeing:** the impact on mental health and practical advice
- **Bereavement:** manage the natural feelings of grief in yourself and others
- **Suicide awareness:** break down the stigma
- **The importance of sleep:** examine the essential role that sleep plays in our daily lives

Half and full-day courses are available. We recommend group sizes between 12 and 20, but everything is flexible—we want you to get the best out of these courses.

Tackling issues before they can take root reduces absenteeism, promotes productivity, and saves time and money.

Mental Health First Aid training

Mental health is just as important as physical health—especially in the workplace. But what can you do to ensure your employees know how to deal with mental health issues?

We offer fully certified training, meaning your people can become qualified mental health first aiders.

It follows the internationally recognised Mental Health First Aid England (Adult) course, and is an invaluable resource for employers seeking a proactive approach.

You'll learn how to:

- Identify the early stages of a mental health problem
- Help someone who's dealing with a mental health issue
- Help stop someone from self-harming or hurting others
- Help stop mental ill health from worsening
- Help someone have a quicker recovery
- Guide someone towards professional help
- Break the stigma of a mental health problem

We deliver the two-day course at a time, date and place that suits you.



"I've found the team at Health Assured to be very professional and supportive. It has allowed us to move forward in our Mental Health and Wellbeing strategy."

Eurovia UK Limited

Additional services

Crisis assistance support

A critical incident is an event outside of normal experience that causes significant distress, for example a workplace bereavement or terrorist attack. These events often involve physical threats, and undermine a person's sense of safety and security. They can happen anywhere—crisis assistance support is the best way to cope in their aftermath.

What is a critical incident stress debrief?

A critical incident stress debrief (CISD) is an intervention designed to lessen the impact of a critical incident. A CISD has three main objectives:

1. **Mitigate the impact** of a traumatic incident
2. **Aid in the psychological recovery** of otherwise healthy people distressed by a traumatic incident
3. **Identify those who may benefit** from additional support services, or a referral for specialised counselling

Health Assured's extensive network of clinicians can go anywhere in the UK and Ireland within 48 hours.

Whistleblowing

Sometimes, an employee or manager can spot wrongdoing in the workplace. Knowing that they can safely report this, with no fear of repercussion, is important. If danger goes unreported, or bad practices are allowed to flourish, you can lose money—or worse.

Health Assured offer a whistleblowing helpline in addition to our core EAP products, or as a stand-alone service. The helpline is free to call and completely confidential. Trained counsellors and advisors are on hand 24/7, 365. They offer in-the-moment support, while noting disclosures accurately. Your staff can feel confident and supported, knowing that the proper procedures are in place.

What to expect

As soon as we receive a report, we'll contact your organisation. You will receive the details needed to identify and begin dealing with your employees' reported issues. All the while, our advisors will be on-hand—24 hours a day—to advise you on what steps you need to take to protect yourself legally.



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Call and speak to one of our experts today

0844 892 2493

healthassured.org

Health Assured, The Peninsula, Victoria Place, Manchester M4 4FB