



# Health Assured



## Employee Assistance Programme **Employee's Guide**

We don't know when you might need us.  
That's why we're here **24 hours a day.**





## Your Employee Assistance Programme

Balancing everyday life with the requirements of work and home can create pressures for all of us. Health Assured is delighted to announce that we have partnered with your employer to provide all employees with complimentary access to a new enhanced EAP (Employee Assistance Programme) to assist you in achieving this balance.

## How can Health Assured help?

An EAP is an employee benefit designed to help you deal with any personal or professional problems which could be impacting on your general health and wellbeing. Health Assured is an independent, external organisation who work to a robust, professional code of conduct. Dependent on the nature of the issue, counselling or advice can be provided by fully qualified professionals. All calls are treated in the strictest of confidence and in line with The British Association of Counselling and Psychotherapy (BACP) code of ethics. The only time confidentiality may ever be broken is if we believe you or a third party is in significant physical danger.

## Services Available

Health Assured offers cover for you and your immediate family members\*, 24 hours a day, 7 days a week, 365 days a year:

- **Life Support**  
Unlimited access to support for emotional problems and a pathway to structured telephone counselling or face-to-face counselling sessions (employees only) at your convenience.
- **Legal information**  
For any issues that cause anxiety or distress including debt management, accountancy, lawsuits, consumer disputes, property or neighbour legalities.
- **Bereavement Assistance**  
Health Assured offers qualified and experienced counsellors who can help with grief and related stress plus a team of legal advisors to help with legal issues.
- **Medical information**  
Qualified nurses are on hand to offer advice on a range of medical or health related issues. They can't diagnose but can offer a sympathetic ear and practical information and advice.

*\*Family members must reside at the same address and children must be in full-time education and over 18*

## Wellbeing Portal:

- Wellbeing resources at your fingertips designed to quickly inform and assist with a number of common corners ranging from stress to diet, helpful fitness and wellbeing advice
- Cognitive Behavioural Therapy (CBT) online; we recognise the value of self-help tools in dealing with a range of issues, which is why we have a range of CBT self-help modules, informative factsheets and invaluable advice videos from leading qualified counsellors.
- Four week self-help programmes
- Mini health checks

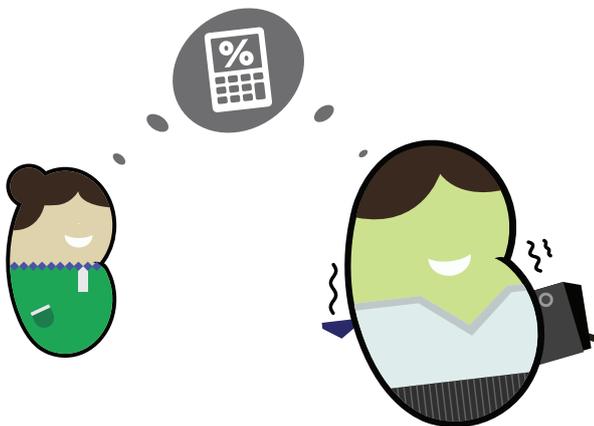
To find out more information on what services Health Assured can provide, please visit [www.healthassuredeap.com](http://www.healthassuredeap.com) or contact 0800 783 2808.

***We don't know when you might need us - That's why we're here 24 hours a day  
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## Telephone counselling

Sometimes just talking through a problem can help to reduce its impact. The telephone counselling service is available 24 hours a day, 365 days a year to provide support to you on a range of personal and work-related issues and problems such as:

- Emotional problems such as anxiety, stress, depression, low self-esteem, eating disorders, victim of crime
- Work-related issues including stress at work, coping with change/retirement, problems with colleagues, employees or management
- Family and relationship problems such as conflict within the family, divorce or separation, domestic violence, abuse, illness or bereavement
- Substance and alcohol misuse including excessive drinking, drug dependency and / or excessive use of prescribed drugs
- Financial problems such as finance restructuring and debt problems
- Health issues such as critical illness, care of dependants, dietary problems and general physical wellbeing



## About our counsellors

All counsellors are full members of the British Association Counselling and Psychotherapy (BACP) or relevant professional body and as such abide by the code of ethic and practice of their respective professional body. Counsellors have a minimum qualification at Diploma level with not less than two years post qualification experience.

In accordance with BACP requirements, all counsellors receive monthly supervision from an externally trained and qualified clinical supervisor. Ad-hoc clinical supervision is available 24 hours a day, 365 days a year. All affiliate counsellors and psychologists providing face to face counselling are required to have access to monthly supervision in line with their requirements of their professional body.

Affiliate counsellors also have the benefit of being able to access 24 hour case management from our in-house team of case managers. Professional development is provided on an ongoing basis for in-house team of counsellors, covering a range of work-related and personal issues. Further training is accessed via bespoke training session delivered at our premises and on external courses, workshops and conferences.

*“Just to say a very big thank you for the service, particularly the counsellor I was assigned to. Since my sessions I have become more confident and assertive which has helped not only in my private life but in my working life too.”*

## Legal & financial support

Very few people are untouched by the operation of law at some time or another during their lifetime. Situations such as relationship breakdown, bereavement, debt and neighbour disputes contain elements where access to legal information would be of great assistance.

That's why legal information is available via the helpline 24 hours a day, providing immediate, effective guidance, when it's most needed. Where a problem has a simple solution, which you can satisfactorily resolve yourself, the advisor will outline the areas of the law and the steps to be taken in order to achieve a solution.

### Information is available on issues such as:

- Family law including divorce, separation and child support
- Consumer disputes such as faulty goods or disputes with contractors and utilities
- Property issues such as boundary disputes and problems with landlords or tenants
- Motoring problems such as speeding, careless driving, and disqualification
- Wills and probate including obtaining a grant of probate and the administration of estates

### Financial Information

If you need information to help you with financial issues such as debt management, benefits, budgeting and planning, our teams of lawyers, consultants and counsellors can offer you all the guidance and information you will need to take the next steps in resolving the issue.

## About our legal team

All legal advisors providing information under the EAP are legally qualified including solicitors, barristers or legal executives and abide by the relevant code of ethics or practice of their respective professional body.

The legal team comply with their governing body's requirements for professional development and in addition Health Assured has a Law Society accreditation for its internal training programmes.

Their wide-ranging legal knowledge is backed up by a comprehensive law library and access to a wide variety of electronic libraries and databases.

*"I wanted to say how impressed I am with the service after having spoken to them this morning regarding an issue I have with my neighbour. The consultant was extremely helpful and informative and helped me calm down, as I had not slept last night with the distress"*



## Confidentiality

All counsellors providing services under the EAP are bound by the confidentiality provisions of the BACP Code of Ethics and Practice.

The code of ethics and practice of the BACP bind all psychologists providing services. Any legal information provided to you is subject to the confidentiality provisions of the Law Society of England and Wales code of practice for solicitors.

The effect of these various codes of ethics and practice is that anything you may discuss with a counsellor or legal consultant remains confidential. Neither the fact that you have used the service or the content of any contact will be divulged to your employer or anyone else outside Health Assured. The only circumstances in which information may be disclosed are:

- If you provide explicit consent
- Health Assured is ordered by a court of law to disclose information
- The nature of your problem is such that the counsellor has reasonable grounds for believing that there may be a risk of harm to yourself or someone else

In the latter case of risk of harm, the counsellor would seek your agreement to disclose relevant information to an appropriate party (such as the emergency services). If you are unable to give that consent then the counsellor, following consultation with a supervisor and senior manager, may feel it appropriate to break confidence in the interests of safety.

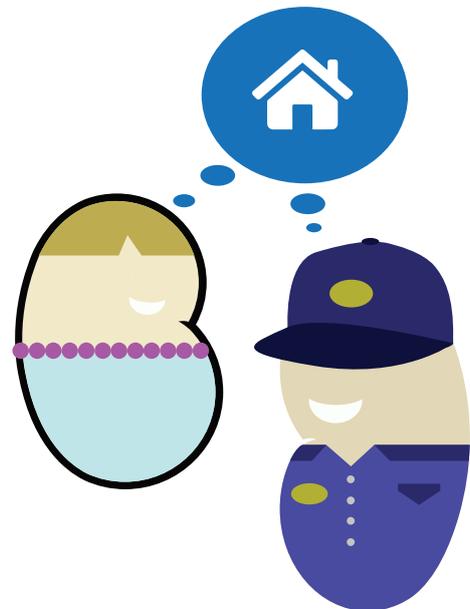
## Accessing the services

Health Assured is accessible 24 hours a day 365 days a year.

**Please call:**

**0800 783 2808**

On the call being answered you will be required to quote your organisation's name to validate your access rights and your name, this is purely for the purposes of introducing you to the counsellor or legal consultant and will remain confidential from your employer.





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