

# Your Healthy Advantage



## What is an Employee Assistance Programme (EAP)?

An EAP is a confidential employee benefit designed to help you deal with any personal and work-related issues that might be affecting you. Whether you're struggling at home or at work, our helpline is available 24/7, 365 days a year so you'll always have the support you need.

## Are my calls confidential?

- ▶ All calls between yourself and the counsellor or adviser are kept confidential
- ▶ Exceptions can occur, but only if there is serious risk of harm to the caller or to others
- ▶ In such circumstances, the counsellor or advisor will always seek guidance before breaching confidentiality
- ▶ Analytical usage data may be shared with your employer (don't worry, we won't include any information that may identify you)

## Who can use this service?

- ▶ We want to make sure you are fully supported, which includes your immediate family
- ▶ Partners and dependents\* can access the telephone helpline

## What services are available?

- ▶ Comprehensive telephone helplines are available 24/7, 365 days a year
- ▶ Health and wellbeing portal with on-demand resources
- ▶ Critical incident and trauma support provided by trained counsellors via the 24/7 helpline

\*Health Assured defines dependents as living in the same household, aged 16 to 24 and in full time education.

## Is the service restricted to issues dealing with stress?

Health Assured's EAP service will provide additional support for a variety of issues, such as:

- ▶ Personal legal information or tax support
- ▶ Family issues including childcare and eldercare
- ▶ Housing and tenancy concerns
- ▶ Bereavement or loss
- ▶ Relationships and marital changes
- ▶ Medical information

## What's included with the critical incident support?

If you've got an immediate and identifiable problem, Health Assured's trauma trained counsellors will make sure you can return to your daily routine more quickly.

## What is the 'Health Portal'?

You should be able to access the help you require wherever you are and whenever you need it.

There are a range of tools available at any time via the online health and wellbeing portal.

You'll find:

- ▶ Interactive health assessments
- ▶ Fitness and lifestyle advice
- ▶ Personal coaching tools
- ▶ Self help programmes
- ▶ Work life information
- ▶ Mini health checks
- ▶ Home life support
- ▶ Health calendar
- ▶ Newsletter articles
- ▶ Budgeting tools
- ▶ Webinars