



health  assured

Employee Assistance Programme
Provide support for
your staff





How our EAP can benefit your business

Happier, healthier employees are more motivated and productive. So when your people do better, your business does better.

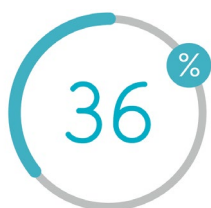
Here's how we've helped our clients

Reducing workplace stress



reported a drastic decrease in workplace stress-related incidents

Reducing absences



reduction in absences by having the EAP in place

Boosting life satisfaction



outlined a noticeable increase in wellbeing post-counselling

Why Health Assured?

- ✓ Support over **12 million** lives across all sectors
- ✓ **BACP accredited** at organisational level
- ✓ UK-based service centres operate **24/7/365** for all calls
- ✓ **25.2%** of weekly calls occur outside 9.00am-5.00pm
- ✓ Network of over **1,500** counsellors and psychologists
- ✓ Innovative technological development e.g. **smartphone app, LiveAgent**
- ✓ **15-20%** of people into therapy
- ✓ Supporting organisations in over **170 countries**
- ✓ Client retention rate of **94%** and **4.6/5** on Feefo
- ✓ **71.5%** return to work rate, including anxiety and depression
- ✓ Support **36,500** organisations across the Group
- ✓ First EAP provider to join **Stonewall Diversity Programme**



Issues Health Assured supports

Health & lifestyle	Legal information	Home life	Work life
<ul style="list-style-type: none">Physical healthMental healthSickness absenceCritical & traumatic incidentsEldercareRehabilitationAddictionCancer survivorshipTerminal illness	<ul style="list-style-type: none">Probate & willsLegal queriesCaring for a dependantDebt & financialBuying a new homeSeparation and divorce	<ul style="list-style-type: none">Identity & LGBTDomestic abuseDiscriminationChildcareBereavement & lossRelationships & marital	<ul style="list-style-type: none">'Leavism' & 'Presenteeism'Managing changeReturn to workBullying & harassmentRedeploymentRedundancyRetirementStress

Service overview: Core EAP

- ✓ Up to **6 sessions** of face to face, telephone or online counselling, including telephonic and face-to-face CBT counselling, per employee, per issue, per year
- ✓ **Full case management** protocols for all structured counselling cases
- ✓ Self, manager, HR, physiotherapy, trade union and **OH referrals**
- ✓ **Legal information** services
- ✓ **Manager consultancy** and support
- ✓ Coverage for **dependants and retirees** (up to three months) within HMRC guidelines
- ✓ Unlimited access to **24/7/365** confidential telephone helpline
- ✓ **Family advice line** on topics such as childcare and eldercare
- ✓ **Debt & financial** information
- ✓ 24/7 **critical incident** telephone support

Active Care

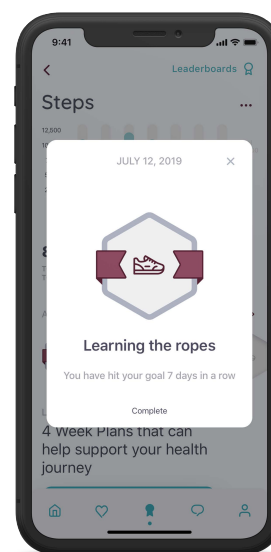
Day one intervention for stress related absences

- ✓ Unique to Health Assured
- ✓ Day one intervention from when an employee cites absence in relation to stress, depression or anxiety
- ✓ Clinician contacts employee within 24 hours and completes telephone consultation
- ✓ Employer will receive a written report within 48 hours
- ✓ Clinician signposts employee to the appropriate EAP service
- ✓ In 95% of cases the employee is back to work within 14 days



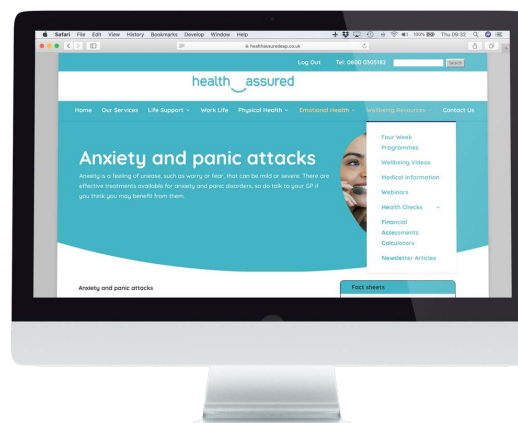
Online Tools & accessibility

- My Healthy Advantage smartphone app
- Health & Wellbeing Portal
- Online CBT course
- Online trauma course
- Video counselling
- Counselling support via email
- LiveAgent Instant Chat
- Accessibility:
 - Braille
 - Easy read
 - Alternative colours
 - Materials in other languages
 - Translation services
 - Video counselling with BSL counsellors
 - Relay UK



Health & Wellbeing Portal

- **LiveAgent** instant chat
- **Monthly webinars** including Recognising Stress, The Art of Motivation, Building Personal Resilience and Mental Health First Aid
- **Four week programmes** including; Quit Smoking, Sleep, Losing Weight, Drinking Less
- **Mini health assessments** including BMI, Sleep, Alcohol, Anxiety and Depression
- **Wellbeing articles** and **factsheets** on topics such as sleep apnoea, menopause, internet safety, eating disorders, gender reassignment, self-harm and consumer vulnerability
- **Awareness day information** such as OCD Week of Action and Self-injury Awareness Day
- Drives engagement in partnership with **monthly newsletters**





My Healthy Advantage

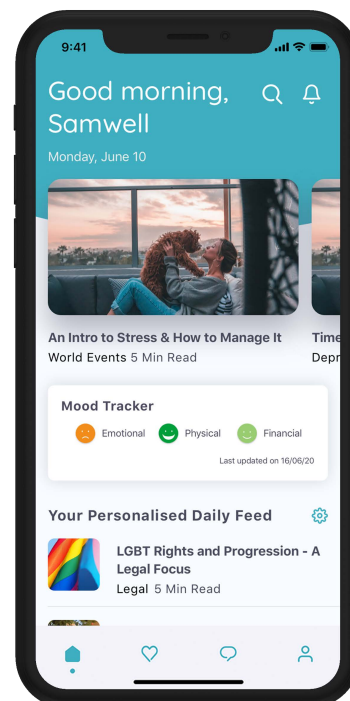
Available for **iOS** and **Android** devices, My Healthy Advantage offers a variety of bespoke wellbeing features exclusive to Health Assured clients and partners.

Within the app, users will have access to a library of learning materials including wellbeing articles, videos & newsletters, all aimed at boosting their wellbeing and supporting their mental and physical health.

Key features* include:

- Weekly **mood tracker** allows users to track their financial, physical and general wellbeing
- **Mini health checks** for height & weight (BMI), waist, sleep, alcohol, mental health and fatigue
- **4-week plans** aimed at quitting smoking, losing weight and coping with pressure
- **Biometrics** login, allowing the user to access the app via their fingerprint or Face ID (subject to device)
- **Personalised newsfeed** that generates learning materials tailored to the users interests, such as equality & diversity, medical information and childcare & parenting
- Easy access to our **counselling services** via phone call, call-back request, email support or live chat within the app
- **High-level reporting**, along with easy to use management of app data for your own admins (of which you can have as many as you like)

**App features will vary on contract agreement.*





Relationship Management

- We pride ourselves on taking a consultative approach and believe that no two clients are the same.
- Designated POC – Your Relationship Manager will implement the contract and be responsible for ongoing contract management.
- Successful implementation, promotion and launch builds the foundation for a successful contract with high utilisation throughout.

Management Information

MI including an annual report covers:

- Service & usage summary
- Utilisation summary
- Helpline calls by category
- Work related calls
- Advice calls by category



71.5%

of our client's employees who experienced anxiety or depression were healthily returning to work



Increasing your utilisation

- Integration with client communication channels
- Development of communications plan
- Electronic and hard-copy materials delivered to your key sites, including posters, leaflets, screensavers and content:
 - One leaflet with pop-out wallet card per individual (+10% stock for new starters)
 - At least one posters per 100 employees (these are printed in-house and we can provide more free of charge as required)
 - Employee presentations/webinars and manager workshops
 - Access to training workshops
 - Monthly topical newsletters and webinars



Additional Services

- On-site Training Workshops - **£850** half day, **£1,250** full day
- Mental Health First Aid, 2-day Adult course - **£2,500** per course
- Additional on-site support days (half day included in price) - **£350** per day
- On-site Critical Incident support - **£850** per half day, **£1,250** per full day
- Additional counselling sessions (up to six)- **£77** per session for individuals/**£125** per session for couples or CBT
- EMDR face to face counselling sessions - **£125** per session

Please note - All responses and quotes provided by Health Assured Limited are commercially sensitive and confidential. The recipient agrees to maintain such confidence and use solely for the purpose of obtaining the proposed services. The quote and any supporting information must not be shared with any other third party without Health Assured's prior written consent.



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