

health assured

EMPLOYEE ASSISTANCE PROGRAMME

EMPLOYER FAQ BOOKLET



A 24 hour
helpline from
Health Assured to
support you through
any of life's challenges



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(EAP)

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Posters to print and display around workplace.



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What is an Employee Assistance Programme? (EAP)

An Employee Assistance Programme provides around-the-clock mental health support to your workforce and their immediate family. It's a vital employee benefit that helps your teams make it through difficult times. Whether it's personal or professional challenges, an EAP provides a safe space to talk through it all.

How can Health Assured help me?

Health Assured provides emotional support and practical guidance. The counsellors on the helpline will triage, and provide early intervention. You can take advantage of structured counselling or use the helpline to work through any current challenges.

You can access advice on:



Family issues



Legal information



Financial information



Medical information



Housing concerns



Relationship advice



Alcohol or drug issues



Stress & anxiety



Childcare support



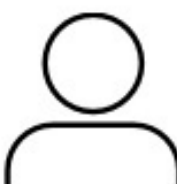
Low mood



Retirement



Domestic abuse



Consumer issues



Bereavement



Tax information

When should I contact Health Assured?

When the time feels right, you may feel the need to reach out for emotional or practical support. Health Assured know how difficult it can be to take those first steps. They're qualified and experienced counsellors are ready to listen and provide guidance.

What will happen when I call Health Assured?



A qualified counsellor or legal advisor will answer. If it is your first call they will ask for the company, which will be 'Mental Health Charter', and some contact details. Health Assured use this to get you set up and ready on their system.



If you have called before they will ask some security questions. These are simple- your date of birth, or postcode. Data security is important so you must answer these correctly to continue.



They will ask what your call is related to in order for you to access the correct support as quickly as possible. If a counsellor answer, and you need legal advice, they will transfer you to an advisor and vice versa. In the unlikely event that the appropriate counsellor or advisor is unavailable, they will arrange a call-back at the best time for you.



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What does a Health Assured counselling call look like?

Health Assured counsellors use a proactive approach to supporting you. They offer space and time to talk about your concerns. They provide guidance and mindfulness techniques that will help you in the present. A few simple changes are often enough to make a work of difference. The counsellors can suggest useful resources that will help you make through changes. You might feel that this is enough - at the end of the call the counsellors will explain all available options. You can simply call back if you would like to talk again. Or, if you want to access structured counselling, the counsellor will offer to complete a clinical assessment. This isn't as drastic as it may sound-it takes around 20 minutes and the questions asked will ensure you get the best possible support.

What does a Health Assured advisory call look like?

Health Assured advisors have the same proactive approach as the counsellors. They're experts in legal processes, obligations and liabilities. They will listen to your issues and offer guidance on the best way to proceed.

While the advisors aim to resolved your issue in-house, sometimes they might need to re direct you to other resources in order for you to receive the most appropriate advice.

Why are my details taken?

The EAP is confidential. In order to provide the best service, however, counsellors/advisor's ask for a few details. They will need your name, address, contact number and date of birth. They will also ask if it is okay to leave a voicemail, or send an SMS. It is fine to say no. Health Assured treat your data with total confidence. All employees are bound by ethical and legal frameworks, and the service is ISO27001 accredited.

Will Health Assured contact my employer?

Health Assured provide a confidential service. They won't contact your employer or occupational health Team when you call the EAP helpline. The only time Health Assured will contact your employer is after receiving a referral form. If your employer want to refer you to Health Assured for any reason, your employer must have written consent. Health Assured will email you employer after receiving a referral form to acknowledge receipt, and again if they can't contact you.



Will Health Assured contact my GP?

In most cases, no. Health Assured would only need to share information if :

- They believed that someone else is at risk of self harm
- They were told about acts of terrorism or bomb warnings
- You asked them to get help because you can't do this yourself
- You expressed that you were experiencing thoughts of self harm or suicidal thoughts

Health Assured will always seek your consent before contacting your GP or the emergency services. However, if it is deemed that you are an immediate risk to yourself or others, this may not be possible.

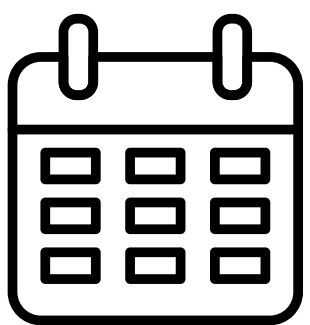
What happens if I want to access structure counselling?

If you decide structured counselling is for you, the counsellor will carry out a clinical assessment.

Health Assured use biological, physiological and social factors during the assessment- this is called the 'biopsychosocial model of health'. It allows the counsellor to explore your concerns with you, and identify goals for counselling.

Counsellors know that it's not always easy to answer personal questions. By using the above model, they aim to set you at ease, and make the assessment as comfortable as possible. It takes around **20 minutes**, and is completed via telephone. The assessment is a vital part of the therapeutic process, and must be carried out - you can complete it at a time that suits you. After the assessment, your counsellors will work out the most appropriate treatment for you.

What will happen in my counselling session?



you will work with the same counsellors on a weekly basis, and each sessions will last for 50 minutes. The counselling sessions will provide a safe and confidential space for you to talk about how you are feeling, and help to identify a way forward.



The counsellors use a solution-focused, this concentrates on the here and now. Talking through your problems is a powerful way to deal with them. This approach encourages mindfulness, and helps build change.



You'll set targets and goals during the sessions, building your own plan and resources - in these sessions you are the expert. No-one knows your own mind as well as you do.

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A 24-hour helpline from Health Assured to support you through any of life's challenges

- Stress & Anxiety
- Debt
- Work
- Lifestyle Addictions
- Relationships
- Legal

Call the number below and quote
'Mental Health Charter'
free 24-hour confidential helpline
for you and your immediate family

0800 028 0199

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About your Employee Assistance Programme (EAP)

Sometimes it can be difficult to balance the pressures of work and home life. health Assured provide caring and confidential support to both you and your immediate family.

What can I use this service for?



Family issues



Legal information



Financial information



Medical information



Housing concerns



Relationship advice



Alcohol or drug issues



Stress & anxiety



Childcare support



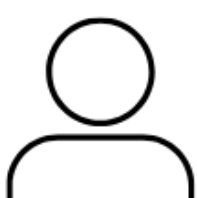
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