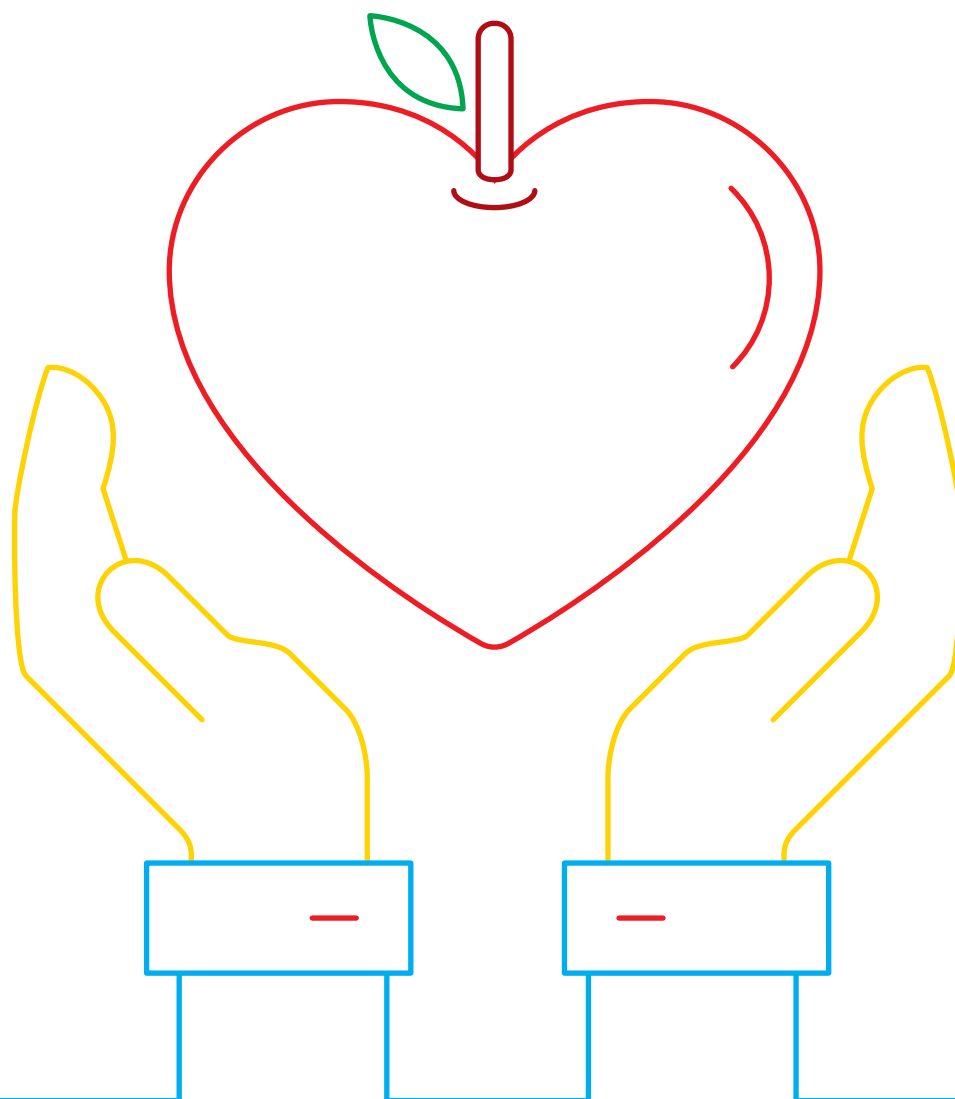


Employee Assistance Programme

We all want our employees to stay healthy and feel good, physically and mentally.



It's good for you, good for your business and good for your employees. As specialists in group protection, we have worked to provide a range of benefits to help you keep employees healthy, effectively manage absenteeism, and improve employee engagement.



Employee Assistance Programme

Life is full of challenges. Whether it's your employees' health, finances, personal or work life, there are plenty of issues that can affect them daily.

Our Employee Assistance Programme (EAP) is a comprehensive health and wellbeing toolkit to help keep your business functioning.

The aim of our Employee Assistance Programme is to improve the health and wellbeing of our group protection customers' employees. This is designed to help manage absence rates and increase staff retention as well as help in the duty of care for employees.

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How can the Employee Assistance Programme help?

This service provided through Health Assured, is available for all employees either through an employer-sponsored scheme or a voluntary policy.

It's a positive, preventative and supportive advice service that helps employees deal with events and issues that can affect their everyday work and personal life. Key benefits include:

- An additional and valuable part of the employee benefit package at no extra cost.
- Designed to help towards reducing the number of absences, as employees have access to support and tools whilst they're at work.
- Supports the psychological and emotional health and wellbeing of your employees.
- Management reporting can help identify trends and provide objective, independent information.

health assured



Employee Assistance Programme summary

(Available to all employees unless stated)

Telephone EAP	Benefits	Life Assurance	Dependants' Pension	Critical Illness Cover	Income Protection
Life support	Unlimited access to support for emotional and practical problems, available 24/7.	✓	✓	✓	✓
Immediate crisis intervention	24/7 support available through qualified counsellors. Where appropriate, a follow-up call may be provided.	✓	✓	✓	✓
Legal information service	For any issues that cause anxiety or distress including debt management, tax-related matters, legal procedures, consumer disputes, property or neighbour legalities. However, given the sensitive nature we are unable to provide any advice regarding employment law.	✓	✓	✓	✓
Medical information	Qualified nurses are on hand to offer advice on a range of medical or health-related issues. Whilst this service would not offer diagnosis, it can offer sympathetic medical information and practical advice.	✓	✓	✓	✓
Manager consultation/ coaching	A service where line managers can discuss difficult or challenging situations and receive help on how to deal with them. Supportive information is also available online.	✓	✓	✓	✓

Yes - Available to all line managers of our policyholders

Structured counselling	Benefits	Life Assurance	Dependants' Pension	Critical Illness Cover	Income Protection
Structured counselling	Up to eight structured counselling sessions are available, either face to face, online or by telephone.	✗	✗	✗	✓
Bereavement counselling for dependants	This service is only available to the immediate family of an employee covered by us under either of the highlighted death in service policies. The immediate family could access this service if the employee being covered dies. This service is not available to the employee if they need bereavement support. A bereavement support service can include face-to-face counselling providing emotional support to deal with grief, feelings of loss or anxiety and related stress. Practical help with legal issues such as wills, power of attorney, state benefits, debt management and dependant care is also available.	✓	✓	✗	✗

Group Protection

Online based EAP	Benefits	Life Assurance	Dependants' Pension	Critical Illness Cover	Income Protection
Online support	<p>Access to information fact sheets, manager guides, links and webinars on how to cope with life events such as improving sleep, giving up smoking or coping with stress.</p> <p>legalandgeneral.com/eap</p> <p>Access code: worklife Password: worklife</p>	✓	✓	✓	✓
Health risk assessment tool	<p>A tool that enables employees to set and track goals to improve their health.</p> <p>Employer code: worklife</p>	✓	✓	✓	✓
Online Cognitive Behavioural Therapy (CBT)	<p>We recognise the value of self-help tools in dealing with a range of issues, which is why we offer online CBT, which is supported with mentoring from qualified counsellors and includes informative fact sheets to support individuals through the programme.</p>	✗	✗	✗	✓
Mobile app	<p>Access to a wealth of information on your iOS or Android device. Search 'Health e-Hub' in the App Store or Google Play.</p> <p>Username: worklife Password: worklife</p>	✓	✓	✓	✓
Also available	Benefits	Life Assurance	Dependants' Pension	Critical Illness Cover	Income Protection
Critical incident support	<p>This facility gives support should serious incidents have an impact on the workplace, for example, a fire at work. Debriefing services for affected employees can be arranged on a group or one-to-one basis.</p>	Optional – £550 plus VAT for a half-day session			
Management information	<p>Employers have the option of management information for their EAP service.</p>	✓	✓	✓	✓
			Yes – Support for employers		
Account management	<p>Employers covering more than 1,000 employees through our group protection policy, have access to account management support to help promote EAP.</p>	✓	✓	✓	✓
			Yes – Support for employers		

Helpline services are supplied by Health Assured, who are independent from Legal & General.

The telephone numbers for the relevant services available for each of our products can be found on our downloadable posters.

Please visit our website for a copy of our technical guides that provides details of our products, what they cover and how a claim is paid.

legalandgeneral.com/workplacebenefits

Structured counselling

With group income protection

In some circumstances structured counselling, either face to face or by telephone, could offer a more effective way to support an employee. Where appropriate, Health Assured will provide up to eight free structured counselling sessions to employees.

Reasons to use the service

Family issues

Medical information

Alcohol or drug issues

Gambling issues

Consumer issues

Financial information

Relationships

Childcare and elder care

Domestic abuse

Tax information

Legal information

Housing concerns

Stress and anxiety

Retirement

Bereavement

Work-related matters

Bereavement counselling with group life assurance and dependants' pensions

Health Assured provide emotional support to deal with the grief and feelings of loss or anxiety that the immediate family members of a deceased employee may be experiencing. This service is not available to the employee being covered by us. It can also help by providing guidance and support on any practical concerns.

Examples where this service can provide help:

- **Legal matters** – Dealing with an estate, probate, wills and intestacy.
- **Financial worries** – Tracing a pension, tax, dealing with a deceased person's debts, funeral arrangements and bank accounts.
- **Practical concerns** – Advice on social security benefits and caring for an elderly widowed relative.
- **Emotional issues** – Stress, coping with grief, returning to work after bereavement and planning for the future.

This service is available to the immediate family members of the deceased employee, which can include up to eight face-to-face counselling sessions.

Immediate family member is defined as spouse, legal partner and children of the deceased employee, aged between 16 – 24, in full-time education and residing at the same household address.

Health Assured have a network of 1,500 counsellors and aim to provide appointments within 15 miles of your employee's home or place of work.

Additional support

Account management available from Health Assured

Health Assured can actively support employers by email and telephone for the day-to-day running of the EAP service. Upon request:

- Employers have the option of management information for their EAP service.
- Employers covering 1,000 or more employees through our group protection policy have access to account management support to help promote EAP. Management reporting can help identify trends and provide objective, independent information.

How can I promote this to my employees?

We can provide the following to help you promote this service:



Employee Assistance Programme poster



Employee Assistance Programme leaflet



Employee Assistance Programme wallet card

Contact us



0345 072 0751

Monday to Friday 9am to 5pm. We may record and monitor calls.
Call charges will vary.

Legal & General Assurance Society Limited.

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We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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