

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.

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Employee Assistance Programme summary

Available to all employees unless stated

Telephone EAP	Benefits	Life Assurance	Dependants' Pension	Critical Illness Cover	Income Protection
Telephone support	<p>Access to a 24/7, 365 confidential helpline. Calls are handled by experienced counsellors and advisers, who will offer support and information in a friendly, non-judgemental manner.</p> <p>Telephone support is also available to the immediate family of the employee we're covering. Immediate family members include spouse, partner, registered civil partner and children aged 16 to 24 in full-time education, living in the same household.</p>	✓	✓	✓	✓
Immediate crisis intervention	<p>Critical incidents can happen anywhere, anytime. Our qualified counsellors are on-hand 24/7, 365 days to provide support in coping in the aftermath.</p>	✓	✓	✓	✓
Legal information service	<p>For any issues that cause anxiety or distress including debt management, tax-related matters, legal procedures, consumer disputes, property or neighbour legalities.</p> <p>However, given the sensitive nature, we are unable to provide any advice regarding employment law.</p>	✓	✓	✓	✓
Medical information	<p>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.</p>	✓	✓	✓	✓
Manager consultation/coaching	<p>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.</p>	✓	✓	✓	✓
Available to all line managers of our policyholders					
Structured counselling	Benefits	Life Assurance	Dependants' Pension	Critical Illness Cover	Income Protection
Structured counselling	<p>Up to eight structured counselling sessions are available, either face to face, online or by telephone.</p>	✗	✗	✗	✓
Bereavement counselling for dependants	<p>This service is 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.</p>	✓	✓	✗	✗

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 'My Healthy Advantage' in the App Store or Google Play.</p> <p>To access the Mobile App, your employees will initially need to enter a code. If you're a Group Income Protection (GIP) customer, they should enter: workhealth, otherwise, they should enter: worklife. Where you're a customer for a combination of our products that includes GIP, the code is: workhealth.</p> <p>Once personally signed up, your employee will be able to log in and then access the application at any time.</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 – £765 plus VAT for a half-day session		
Management information	<p>Employers have the option of management information for their EAP service.</p>	✓	✓	✓	✓
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>	✓	✓	✓	✓

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/adviser/workplace-benefits/group-protection/literature-and-forms/

Structured counselling

With group income protection

In some circumstances structured counselling, either face to face, online 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 members include spouse, partner, registered civil partner and children aged 16 to 24 in full-time education, living in the same household.

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

How can I provide feedback to Health Assured?

Health Assured prides itself on providing a high-quality service. If you or your employee feel the service they provided didn't meet your expectations, feedback can be provided to them directly.

For Health Assured to fully investigate any issues, the employee must also give their consent. Please complete the [feedback form](#) to capture all the relevant information needed to investigate any failure in service expectations. Please email the completed feedback from directly back to Health Assured at: feedback@healthassured.co.uk

Contact us



0345 072 0751

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



eap.support@landg.com



legalandgeneral.com/employee-benefits/employee-assistance-programme/

Legal & General Assurance Society Limited.

Registered in England and Wales No. 00166055.

Registered office: One Coleman Street, London EC2R 5AA

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Q0023553 03/21

