

health  assured

Your Healthy Advantage



Why Health Assured?

- ☺ UK and Ireland's largest independent and award-winning EAP provider
- ☺ Supporting over 15 million lives and over 80,000 organisations
- ☺ First EAP provider to join Stonewall Diversity Programme – Europe's largest LGBTQ+ rights organisation
- ☺ Gold Standard Confidential Helpline Support
- ☺ Only EAP that is BACP accredited at an organisational level for over 5 years Sunday
- ☺ Network of over 2,600 counsellors
- ☺ The UK Health & Protection Awards Best Wellbeing Provider Finalist 2023
- ☺ Employers can expect an average ROI of £10.85 for every £1.00 spent (Ref 1)



Our Affiliate Counsellors

- ☺ Network of over 2,600 counsellors
- ☺ Short term, solution focussed counselling
- ☺ Weekend and evening sessions available
- ☺ In-person counselling from BACP counsellors in approved premises
- ☺ Video and telephone counselling from BACP counsellors
- ☺ Online CBT (SilverCloud), Menopause specific CCBT (RightSteps), Trauma platform (Power to Recover)
- ☺ Enhanced life and leadership coaching
- ☺ Accessible options to support your people



Service Overview



Unlimited access to 24/7/365 confidential telephone helpline

Up to 10 sessions face to face, video, online or telephone counselling



24/7 Crisis Assistance Support available



Family advice line on topics such as childcare or eldercare



Medical Information Line for guidance and advice



Enhanced Life and Leadership coaching



In-house, legal and information line



In-house debt & financial information



Wisdom app



Online Health & Wellbeing Portal

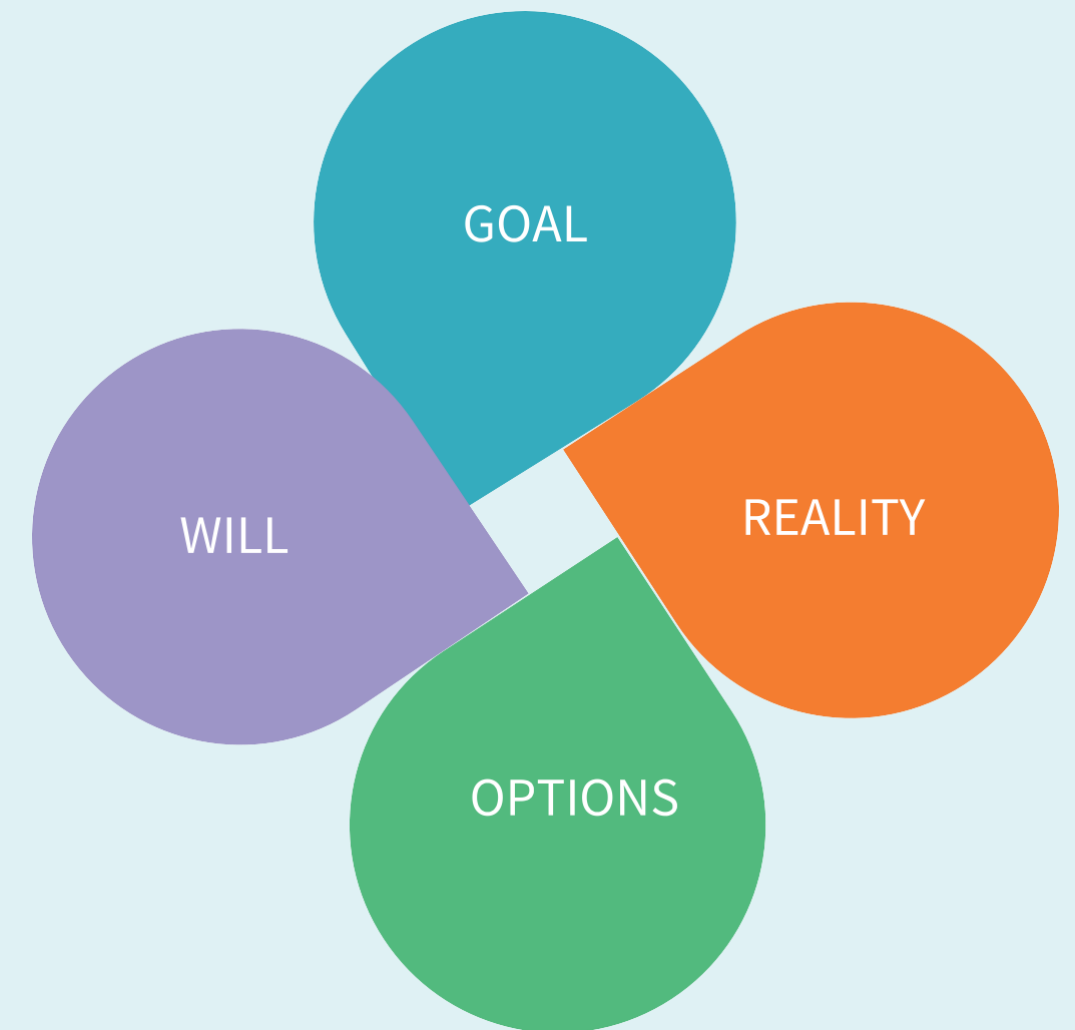
Life and Leadership Coaching

Coaching is a process that helps a person to focus on their 'here & now', supporting them to identify the challenge and create goals that they can use to work on to make progress moving forward and maximising their potential.

Using the 'GROW' model (Goal, Reality, Options, Will) coaching focuses on development, whether it is a life skill and/professional skill.

Your individuals will be entitled to up to 4 sessions of development coaching for both profession and life skills for a wide range of topics including:

- Wellbeing
- Career progression
- Personal/professional relationships
- Work/life balance
- Stress Management
- Coping with change
- Communication



In-house Legal Financial, Family & Medical Information

Legal consultation and information on a range of issues including personal, financial and legal matters of any reasonable kind

Examples that we address daily include, but are not limited to:

- ☉ Debt support
- ☉ Consumer rights
- ☉ Family and matrimonial law
- ☉ Civil litigation
- ☉ Motoring offences
- ☉ Probate and wills
- ☉ Landlord and tenant
- ☉ Housing and property law
- ☉ Investments
- ☉ Retirement
- ☉ Immigration
- ☉ Family Advise line
- ☉ Medical Information



- ☉ In-house legal professionals with a Law degree and completed/working towards a Legal Practice Course (LPC)
- ☉ Signposting to appropriate specialist organisations such as **StepChange Debt Charity** and ACAS

Wisdom: Wellbeing Resources App

- ♥ Access to wellbeing webinars, mental health guides, and Health Assured's official Peace of Mind Podcast
- ♥ A personalised newsfeed with mood trackers, guided meditation, breathing exercises, recipes, fitness plans, and yoga
- ♥ Our new WisdomAi combines our counsellors' professional knowledge with the latest artificial intelligence into a search engine you can trust

- ♥ Immediate wellbeing support at the touch of a button
- ♥ Live reporting of how your people are interacting with the app
- ♥ User perks and discounts available through Bright Exchange
- ♥ 4 week plans for lifestyle changes: Quitting smoking, coping with stress, sleeping better, and more



Wisdom: Wellbeing Resources App



Bright Exchange: Perks and Discounts

♥ Access to our exclusive Perks and Discounts Platform available in UK & Ireland.



Up to 40% off Cinemas



Built for Athletes 25% OFF



Lookfantastic 22% OFF



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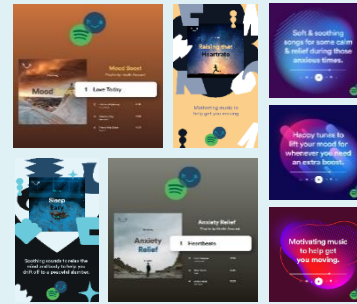
Added Value

The Mental Health Hour



January	Achieving Goals
February	Dealing with Difficult Situations
March	Women's Mental Health
April	Sleep
May	Legal Concerns
June	Relationships
July	Mental Health at Work
August	Physical Wellbeing
September	Money Worries
October	Men's Mental Health
November	Self-esteem
December	Managing Stress

Spotify



January	New Year, New You
February	Feeling the Love
March	Spring in Your Step
April	Sweet Dreams
May	Mindful Morning
June	Love Yourself
July	Adrenaline Workout
August	Summer Sounds
September	Feeling Focused
October	Feed Your Soul
November	Get Productive
December	Winter Warmers

Peace of Mind Podcast



January	Anxiety
February	Relationships
March	Neurodiversity
April	Eating Disorders
May	Addiction
June	Finding Happiness
July	OCD
August	Racism and Mental Health
September	Depression
October	The Menopause
November	Men's Mental Health
December	Loneliness

Ongoing Promotion

On an on-going basis, we will support with further promotional and awareness of our service through:

- MI analysis at your review meetings, allowing for targeted interventions in usage hotspots
- Development of a bespoke Communications and Promotional Plan during the implementation period
- Unlimited and free of charge access virtual promotional materials including leaflets, posters, screensavers, and more.
- On-site and virtual awareness methods, including on-site awareness days, webinars, workshops, and more.
- Wellbeing Calendar
- Client conferences



Other Online Tools and Accessibility

Accessibility Options:

- ☺ Translation services into 240 languages
- ☺ Relay UK
- ☺ Video counselling with BSL counsellors
- ☺ Braille
- ☺ Easy read
- ☺ Materials in other languages*

Online Tools:

- ☺ Online wellbeing portal
- ☺ Counselling support via email
- ☺ Video counselling support options
- ☺ Instant Digital Counselling support
- ☺ Live chat

*subject to request



EAP for Management and Human Resources

- ☺ Manager consultancy and support
- ☺ Active Care – Day One intervention for stress
- ☺ Manager's EAP Helpline Referral Employment Law
- ☺ HR Line
- ☺ 24/7 critical incident stress management telephone support
- ☺ Life and leadership coaching



You can now access FREE HR Advice with your EAP

Courtesy of our parent company Peninsula, we'll be offering all of our SME clients FREE HR advice to help support you and your employees.

This industry-first feature isn't available with any other EAP on the market - and we're delighted to bring this exclusive support to you at no extra cost.

You can now call our helpline from 9am - 5pm Monday to Friday. At the other end of the line, CIPD-qualified consultants will be on hand to deliver their professional HR and health and safety services.



Risk assessment



Absence



Conduct issues



Contracts



Dismissals



Family leave



TUPE



Redundancies



Holiday entitlement

Active Care

Health Assured's **Active Care** service provides effective interventions on the very first day an employee call in, or provides a fit note, pertaining to stress or anxiety:

1. Health Assured Clinician contacts the employee and undertakes a structured consultation
2. Clinician engages with the individual in a supportive and impartial manner to understand needs and triggers and provide recommendations for treatment
3. In cases of work-related stress, the advisor will look to understand barriers preventing a return to work
4. A written report is provided to the employer within four days of telephone consultation*
5. In 95% of our cases, you individual will be back in work within 2 weeks

Such proactive interventions supports an earlier return to work, supporting the individual and safeguarding the interests of the employer.

“We have also had excellent and very prompt service from the Active Care package which has been essential in helping us support and rehabilitate staff back quickly and effectively into the workplace”

**Please note, reports will only be provided if consent to do so has been provided by the employee.*

RightSteps – Menopause CCBT

Health Assured is now partnering with Rightsteps to provide a tailored Cognitive Behavioural Therapy solution for people experiencing menopause symptoms.

Rightsteps are a social enterprise and charity that have provided health and social care for almost 60 years. The team is made up of a qualified and clinically experienced management team that includes clinical psychologists, CCBT Therapists, and counsellors.

Benefits of Menopause CCBT

- ☺ Managing problematic symptoms such as hot flushes and night sweats.
- ☺ Effective strategies for managing anxiety and depression.
- ☺ Functional ways to reduce stress and overly negative thoughts which can make symptoms worse.



Self-guided therapy

- ☺ Using an online self-serve mental health and wellbeing platform.
- ☺ Several weeks in length.
- ☺ Self-guided online modules on understanding menopause and managing problematic symptoms.

How does it work?

- ☺ Following a referral from Health Assured, users will have access to the platform for a 6 month period.
- ☺ Enabling users time to complete the CBT intervention and re-visit the platform to review the other content available.

Additional Services (Included with Peak 10)

Mental Health First-Aid 2-day accredited course

Workplace support

Our Mental Health First Aid qualification is the only one of its kind to be endorsed and supported by the world's oldest public health body. It will give your employees the skills to spot the signs of early stages of Mental Health issues amongst staff in the workplace.

It works hand in hand with our EAP as it gives your staff the tools to signpost people to the correct places within the Health Assured service to get the best support possible for all your staff.

The Course

We've partnered up with MHFA England, which is the accrediting body. We schedule these courses every month and we allow you to send one person a year on the mental health, the fully certified two-day mental health first Aid training course.

Work Health Assessments

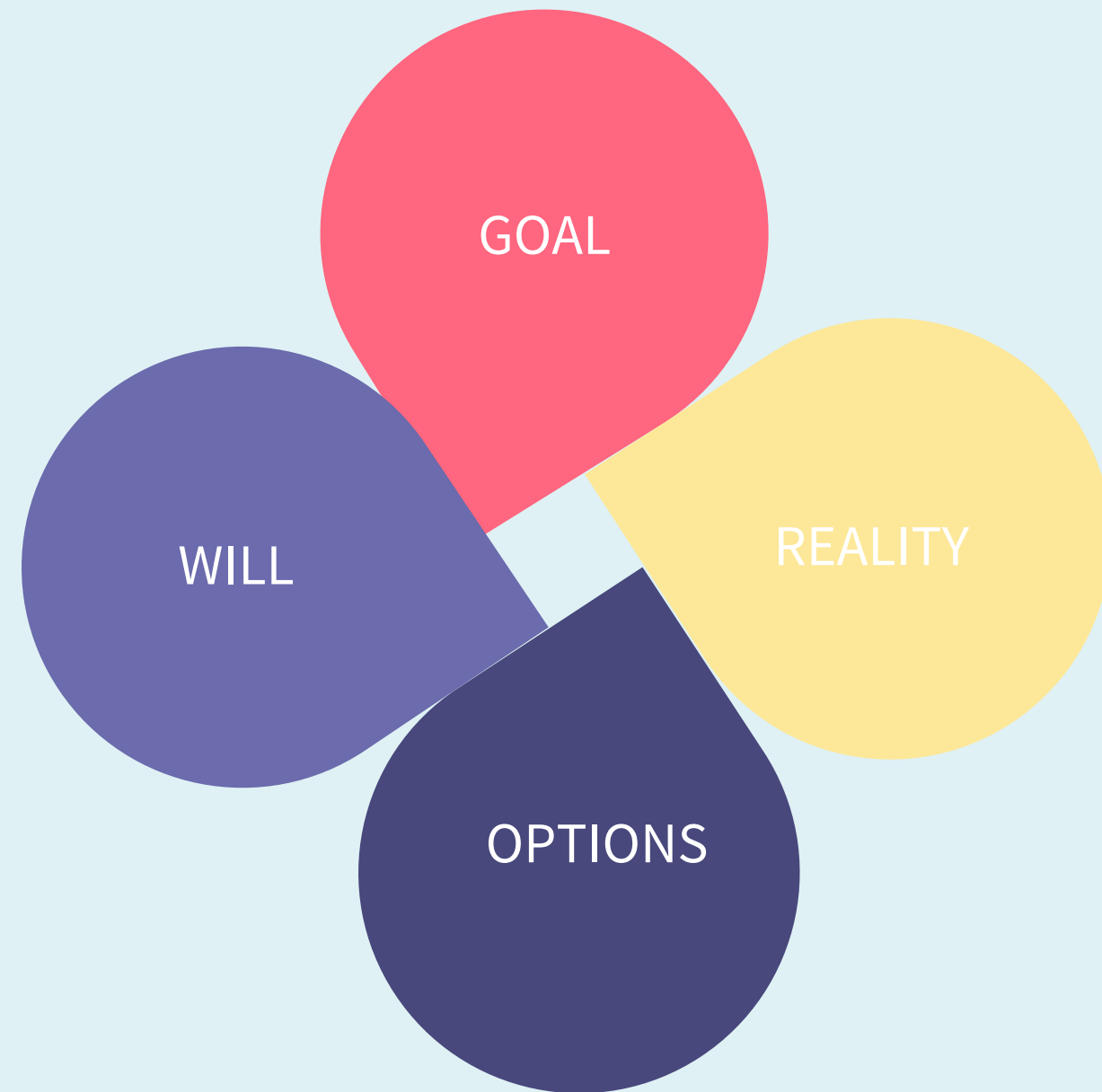
Pre-employment work health assessments, night worker assessment and food prep assessments.



MHFA England

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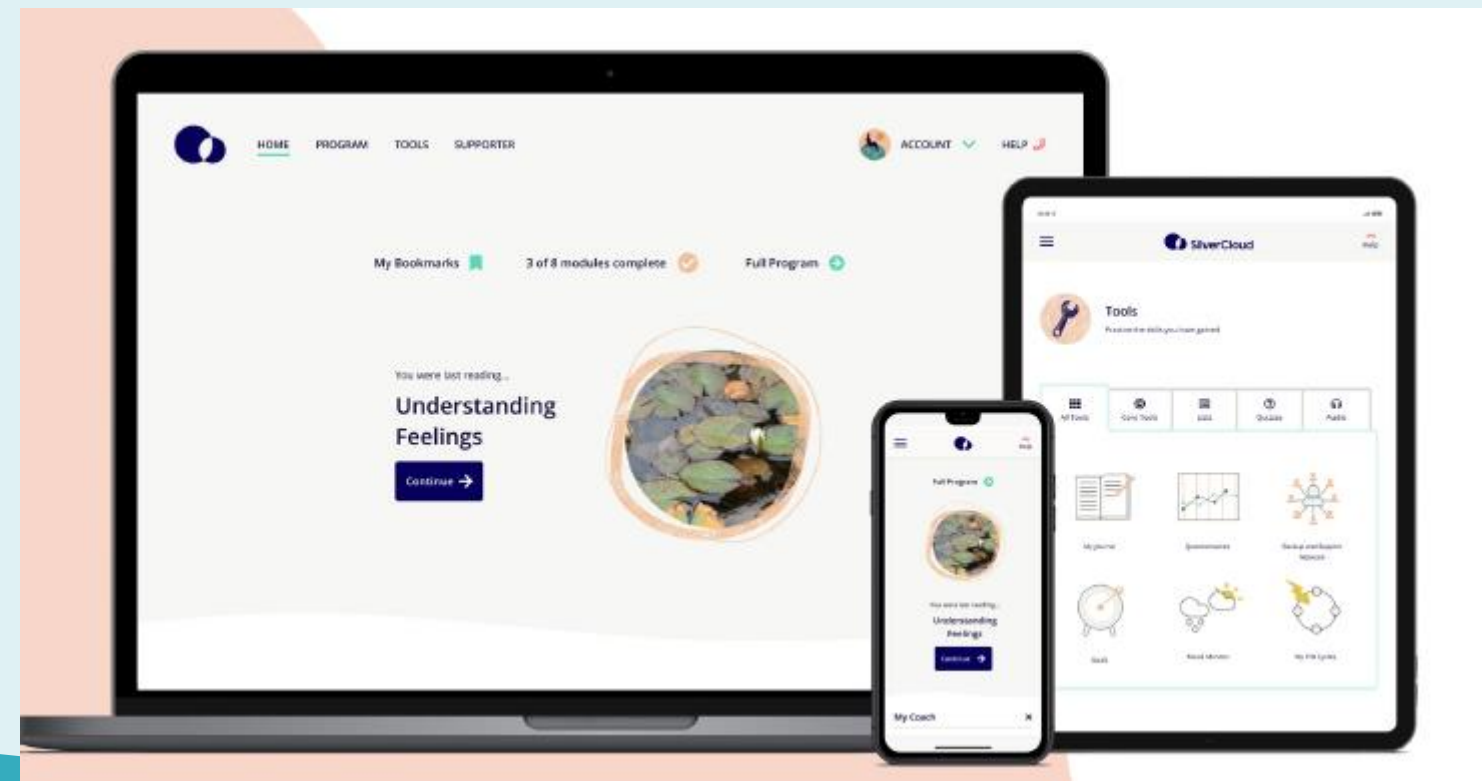
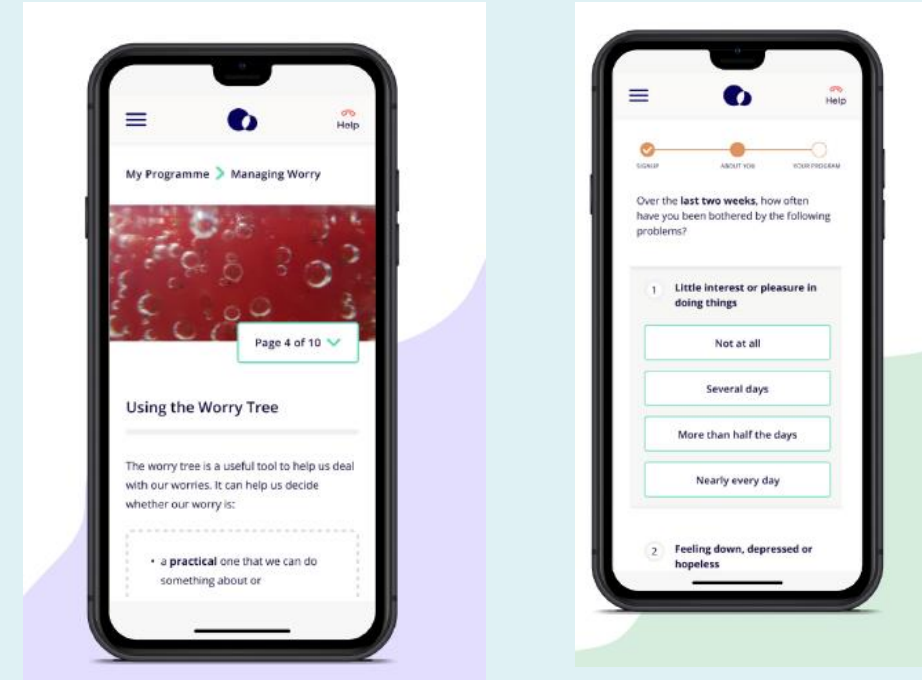
- ☺ Wellbeing
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- ☺ Coping with change
- ☺ Communication

SilverCloud – Online CCBT

Created through a combination of clinical and academic CCBT research, the SilverCloud platform uses innovative technology to provide immediate access to human-led CCBT support.

As part of Health Assured's clinical interventions, your people will be set up with online CCBT programmes (if appropriate) via email support. Available on desktop, mobile, and tablet, the SilverCloud platform is user friendly, engaging, and hosts over 30 support programmes, including:

- ☉ Space for Anxiety
- ☉ Space from Depression
- ☉ Space for OCD
- ☉ Space from Panic
- ☉ Space from Health Anxiety
- ☉ Space from Phobias
- ☉ Space from Money Worries
- ☉ Space for Resilience
- ☉ Space for Stress
- ☉ Supporting an anxious Child or Teen
- ☉ Space for Drug use and Alcohol



Any Questions?



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Wisdom app



Online Health & Wellbeing Portal

Your Fee Proposal: EAP to cover employees and their immediate family*

	Peak Performance
24/7 Confidential Helpline Support, plus Live Chat & Video Call options	✓
Sessions of Structured Counselling – Per Person, Per Issue, Per Year	12 Sessions
App and Portal – Digital wellbeing support	✓
Wisdom App – Digital wellbeing support	✓
Rewards and Discounts – Gym memberships and other wellbeing products.	✓
Wellbeing Referrals – Ability for first aider and people leaders to refer people to us.	✓
Digital Support Programs	✓
Online/Computerised CBT – Silvercloud, Right Steps & Power to Recover	✓
Life and Leadership Coaching – Per Person, Per Issue, Per Year	4 Structured Sessions (60 Minutes)
In House Ancillary Service – Legal, Finance, Debt, Medical and Family Advice	✓
People Leader Support Line – Support for your people leaders	✓
Active Care – Day one intervention for stress or anxiety absence	✓
MHFA 2day Accredited Course – 1 place per annum	✓
Work Health Assessments	✓

Your Personal Quote:	
Cost per month – 60 month term (fixed price for term, no price increases for additional employees)	

*EX VAT

References:

Ref 1: eapa.org.uk/wp-content/uploads/2023/03/EAPA-ROI-Report-2023.pdf

Ref 2: privatepracticehub.co.uk/how-much-is-private-counselling-therapy-uk-cost-prices/

Ref 3: england.nhs.uk/mental-health/adults/nhs-talking-therapies/service-standards/

Ref 4: deloitte.com/content/dam/Deloitte/uk/Documents/consultancy/deloitte-uk-mental-health-report-2022.pdf

Ref 5: MI Reporting is top level usage only for any schemes less than 50 employees, up until 350 employees this is produced at month 9, over this is quarterly.

Ref 6: Includes access to online video counselling. Available to employee, as well as partner/spouse and dependents (in full time education, aged 16-24 and residing at the same household).

Ref 7: Available to employee only; includes Brief Solution Focussed Therapy (BSFT) and Cognitive Behavioural Therapy (CBT).

Ref 8: Work Health Assessments are inclusive within the Assured EAP up to a maximum of 25% of the total number of declared employees per annum.

Ref 9: One place per annum