

Your employee wellbeing service

EMPLOYEE ASSISTANCE
PROGRAMME



Provided by
health  assured

Helping you on your journey through life

Balancing everyday life with the requirements of work and home can create pressures for all of us. To help you achieve this balance, your employer provides you with access to an Employee Assistance Programme (EAP) provided by Health Assured.

The EAP includes access to face-to-face counselling and there's also online support with a whole host of information and resources designed to assist with the challenges of daily life.

You will have somebody to share your concerns with, as well as receiving structured, impartial and confidential support in return. The services are also available to your spouse/partner and children aged 16-24 in full time education residing in the same household.

The services include:

- **A 24-hour telephone support helpline**
- **Up to 8 face-to-face counselling sessions**
- **Legal, financial and consumer information**
- **Medical information**
- **Management support**
- **Online health and wellbeing portal**
- **Industry leading My Healthy Advantage app**

Employee Assistance Programme

Simply call **0800 028 9165** quoting your company name
24 hours a day, 7 days a week

Visit www.healthassuredeap.co.uk and use the log in details below:

Username: **sovereigneap** Password: **assistance**

All this expert support is at your fingertips:



24-hour telephone helpline and counselling

The confidential telephone helpline service is available 24/7, 365 days a year to provide support to you on a range of personal and work-related issues such as: emotional problems, work challenges, family and relationship problems, substance and alcohol misuse, financial concerns and health issues.

You can also access up to 8 face-to-face counselling sessions following a referral through the telephone helpline.

All counsellors are members of the British Association for Counselling and Psychotherapy (BACP), or relevant professional body, and as such abide by the code of ethics and practice of their respective professional body. All counsellors hold a qualification in counselling or psychotherapy.



Legal, financial and consumer information

Legal information is available via the telephone helpline 24/7, providing immediate, effective guidance when it's needed most.

If you need information to help you with financial issues such as debt management, benefits, tax, budgeting etc., our teams can offer you the guidance and information you need to take the next steps in resolving the issue.

Our qualified legal advisors abide by the relevant code of conduct of their respective professional body. Information is available on issues such as family law, consumer disputes, property issues, motoring problems, childcare and wills and probate.

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Medical information

Qualified nurses are available to offer information on a range of medical or health related issues, Monday to Friday, 9am-5pm. This service will be fulfilled via a callback from a nurse within two hours. While they cannot diagnose, they can offer a sympathetic ear and practical information.



Support for managers

If your role involves managing or looking after a team of people, Health Assured has a service specifically aimed at helping you deal with important issues such as workplace conflict, holding difficult conversations or communicating change.



Online support service

You can access support at the tap of a finger anytime, anywhere with the **My Healthy Advantage app**. It's free to download on both iOS and Android using the **unique code: SHCEAP** to register, or scan the QR code below. You personalise the app by inputting your details - although please be assured this information is not shared with anyone.



Or scan here



The app provides proactive wellbeing tools and engaging features to help improve your mental, physical and financial health by using personalised content and four-week plans to set goals and celebrate achievements. There's also a wealth of information across a range of topics including home life support, work life assistance and physical and emotional health.

Alternatively you can access online resources by visiting the health and wellbeing portal at www.healthassuredeap.co.uk using the log in details: **Username: sovereignap** **Password: assistance**

Supporting you through life's challenges

Here are some of the areas the helpline can support you with. Please don't be afraid to call. The services of the EAP are confidential, and designed to support you when you need a helping hand.



Health & lifestyle

- Physical health
- Mental health
- Rehabilitation
- Addiction
- Cancer survivorship
- Terminal illness



Legal information

- Debt and financial support
- Probate and wills
- Legal queries
- Caring for a dependent
- Buying a new home
- Separation and divorce



Home life

- Relationships
- Bereavement and loss
- Childcare
- Domestic abuse
- Identity and LGBT
- Discrimination



Work life

- Returning to work
- Bullying and harassment
- Redeployment
- Redundancy
- Retirement
- Stress

Important information

The EAP is provided by Health Assured who are a separate and independent service provider to Sovereign Health Care. Sovereign Health Care reserves the right to change the provider of the EAP.

The services of the EAP are also available to your spouse/partner and children aged 16-24 in full-time education residing in the same household.

All counsellors providing services under the EAP are bound by the confidentiality provisions of the BACP Code of Ethics and Practice. Anything you may discuss with a counsellor or legal consultant is confidential. Neither the fact that you have used the service or the content of any contact will be divulged to your employer or anyone else outside Health Assured. The only circumstances in which information may be disclosed are:

- If you provide explicit consent
- Health Assured is ordered by a court of law to disclose information
- The nature of your problem is such that the counsellor has reasonable grounds for believing that there may be a risk of harm to yourself or someone else

Sovereign Health Care does not accept responsibility for any delay or failure in the provision or content of the service which is beyond our or Health Assured's control.

If your cover through Sovereign ends, you and your family will no longer be eligible to use the services of the EAP.

Calls to 0800 numbers are free of charge in the UK from all consumer landlines and mobile phones.

The services provided by the EAP are run in accordance with HM Revenue and Customs (HMRC) guidelines.

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