


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 in-person, phone or online 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 partner, spouse and dependent children (aged 16-24, and in full time education).

The services include:

- **A 24-hour telephone support helpline**
- **Up to 8 in-person, phone or online counselling sessions**
- **Legal, financial and consumer information**
- **Medical information**
- **Management support**
- **Wisdom app – your guide to health and mental wellbeing**

Employee Assistance Programme

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

Visit wisdom.healthassured.org – use organisation code 'SHCEAP' to register

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 in-person, phone or online counselling sessions based on a clinical assessment.

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, practical guidance when it's needed most.

Our qualified legal consultants 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.

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.

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



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, having difficult conversations or communicating change.



Online support service

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



Or scan here

Wisdom 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 the online resources by visiting wisdom.healthassured.org using organisation code **SHCEAP** to register.

Supporting you through life's challenges

Here are some of the areas the helpline can support you with. Please don't hesitate 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
- Menopause



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 partner, spouse and dependent children (aged 16-24, and in full time education).

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 Health Care 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.

Sovereign Health Care is a company limited by guarantee. Registered in England no 85588. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Sovereign Health and Insurance Services Limited is a wholly owned subsidiary of Sovereign Health Care. Registered in England no 7401863. Authorised and regulated by the Financial Conduct Authority. Sovereign Assured Partners Limited is a wholly owned subsidiary of Sovereign Health Care. Registered in England no 10224830. Registered office: 2nd Floor, West Wing, The Waterfront, Salts Mill Road, Shipley, Bradford BD17 7EZ.