

## Employee Assistance Programme service

Dear **Colleague**

We value the health and wellbeing of all our employees and appreciate balancing everyday life together with the requirements of work and home can create pressures for all of us. To assist you in achieving this balance we have put an Employee Assistance Programme (EAP) in place.

Our EAP is provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.

This document is designed to provide you with some information about just some of the unique features and benefits available to you, there is practical advice on what to do and how to make best use of the service, together with contact numbers and login information.

We hope you and your family will find the service beneficial

Yours faithfully

**HR Department**  
Guildford Borough Council

### Frequently Asked Questions

#### What is the Employee Assistance Programme?

The Employee Assistance Programme (EAP) is a telephone and online employee benefit designed to help you deal with personal and professional problems that might adversely impact your work performance, home life, health, and wellbeing.

The EAP service provides a complete support network that offers expert advice and compassionate guidance.

The telephone services are accessed via the freephone number **0800 030 5182** 24 hours a day, 7 days a week, 365 days a year.

The EAP offers cover for the employee and their immediate family members who reside at the same address, including children in full-time education up to the age of 24.

The service provides access to:

- Stress helpline
- Structured telephone counselling
- Referral to face to face counselling
- Bereavement assistance: qualified and experienced counsellors who can help with grief and related stress
- Referral to serious illness and accident support
- Tax advice

- Legal advice: For any issues that may be causing anxiety or distress including debt management, accountancy, consumer disputes, property or neighbour legalities (*the EAP will not provide employment law advice*)
- Eldercare
- Childcare
- Medical information: Qualified nurses are on hand to offer advice on a range of medical or health related issues. They can't diagnose but can offer practical information and advice.

### **Wellbeing Portal:**

As part of your Health Assured EAP you have access to a virtual library of wellbeing information including informative articles, self-help guides and useful online tools to provide support on a range of health and advisory issues. These include:

- Emotional support
- Fitness and lifestyle advice (including video demonstrations)
- Personal coaching tool
- Health assessment
- Medical information
- CBT self-help modules, informative factsheets and invaluable advice videos from leading qualified counsellors

These are all accessible via the Health Assured website [www.healthassuredeap.co.uk](http://www.healthassuredeap.co.uk). Once you have entered the site you will be prompted for login details – please find login details on the Staff Health and Wellbeing Page on the Loop or call Human Resources.

### **Health e-Hub Mobile App:**

The free Health Assured app offers access to holistic health and wellbeing support at the tap of a finger anywhere and anytime.

- Life Support
- Emotional Health
- Work life assistance
- Wellbeing videos and webinars
- Physical health
- Contact details

Once you have entered the app you will be prompted for login details – please find login details on the Staff Health and Wellbeing Page on the Loop or call Human Resources.

### **Is Face to Face Counselling available for my family?**

No, this is only available to employees of the company; there is a network of over 600 British Association of Counsellors and Psychotherapist (BACP) across the UK. Once you have spoken to the telephone based counsellor and they feel you would benefit from this, locally based face to face counselling would be organised up to 8 sessions, per issue, per annum.

### **What does the Serious Illness or Accident Support cover?**

If you are diagnosed with a serious illness or are seriously injured in an accident our EAP provides access to your own personal nurse advisor for as long as you need them. Depending on your condition and specific needs your nurse advisor may arrange a specialist nurse home visit, therapy or counselling. The supply of factsheets, specialist leaflets and details of support networks and relevant charities is also included.

### **Who will answer my call and will it be confidential?**

Your call will be answered by a fully trained and qualified counsellor who will provide initial emotional support. Should you need it you will be referred to a lawyer, nurse, doctor etc. according to your own specific requirements. All calls are treated in the strictest of confidence and in line with The British Association of Counselling and Psychotherapy (BACP) code of ethics.

The only time confidentiality may ever be broken is if Health Assured believe you or a third party is in significant physical danger.

***Login today and take a look at the Online Health Portal. For more information about the services on offer please have a look at the Launch Presentation video. Links to these are below:***

**Online Health Portal: [www.healthassuredeap.co.uk](http://www.healthassuredeap.co.uk)**

**Launch Presentation: [www.healthassured.co.uk/public/videos/mp4/sp-traditional.mp4](http://www.healthassured.co.uk/public/videos/mp4/sp-traditional.mp4)**