



Assistance Programme

Manager's Guide

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Welcome to Health Assured

Health Assured are proud to be the Assistance Programme provider for your organisation. But in order for you and your people to have all of the benefits available, it's important that everyone is aware of what they have at their disposal and how to access it.

When introducing an Assistance Programme to your people, it's vital that your wellbeing stakeholders and managers raise awareness about the service, while also developing an understanding of how it can support you and your team.

What is an Assistance Programme?

An Assistance Programme is a confidential service that provides support and guidance with any personal or professional problems that may affect your overall health and wellbeing.

This guide has been created to assist you in speaking with confidence about everything it can offer you and your people.

Summary of Services

- ☺ **Life Support:** Access in person, telephone, and online counselling.
- ☺ **Legal Information:** Support for debt management, in addition to consumer, property, or neighbour disputes that can cause emotional distress.
- ☺ **Bereavement support:** Advice, guidance, and counselling for grief in bereavement, as well as legal support for grief-related legal matters.
- ☺ **Medical information:** Practical advice, guidance, and support from qualified nurses for a wide range of medical-related health issues.
- ☺ **Online CBT Support (as applicable):** Self-help modules, fact sheets and guidance videos from leading qualified counsellors for a wide range of needs, including anxiety, depression, and menopause.

Managerial and HR support

- ☺ Manager consultancy and support
- ☺ Team building and conflict resolution
- ☺ Return to work support
- ☺ Conflict resolution
- ☺ Bullying and harassment support
- ☺ Wellbeing referral
- ☺ 24/7 critical incident stress support
- ☺ Management telephone support

Benefits to your organisation

- ☺ Unified and motivated teams across your organisation
- ☺ An increase in the wellbeing of your people
- ☺ Enhance organisational reputation
- ☺ Absent team member support
- ☺ Increased staff retention
- ☺ Increased staff loyalty
- ☺ Supports duty of care

This manager's guide contains information to assist you further in promoting the services within your team, as well as guiding you with any queries you may have.

Accreditation, Privacy, and Confidentiality

Health Assured's Assistance Programme has the wellbeing of your people foremost in mind. It was created as an aid to deal with personal or work-related problems that may affect wellbeing and impact effectiveness.

As the UK and Republic of Ireland's largest, award-winning provider of employee wellbeing solutions, Health Assured is committed to providing a first-class service to both our clients and their workforce. We provide a range of dedicated online and telephone services which are available 24 hours a day, 365 days a year.

Our Counsellors

Health Assured hold accreditation at an organisational level, meaning every process, policy, and protocol is rigorously picked apart. It's a prestigious accreditation that requires annual assessments. We are proud to have held this accreditation for over 5 years.

86% of Health Assured counsellors/affiliates currently hold accreditation with either BACP, BABCP, IACP, UKCP, NCS, or BPS. The remainder of our Affiliate Club are all fully registered members of these bodies and working towards accreditation.

We have a wide range of counsellors from many different backgrounds and different lived experiences. Promoting inclusivity and having a diverse workforce is at the forefront of Health Assured's ethos.

Our Legal Advisors

The Health Assured services team is made up of legal and human resource professionals. They receive regular training and ongoing development to ensure consistent quality while abiding by the appropriate professional code of conduct. They offer information and guidance on a wide range of topics, including private legal concerns such as writing a will, divorce procedures, probate costs, property and partnership rights, tenancy, housing or boundary disputes and motoring issues.

Counselling Support

- ☺ Telephone support for any matter of concern ranging from bereavement and loss through to stress and anxiety.
- ☺ Legal and financial information for practical problems causing personal distress.
- ☺ Digital Cognitive Behaviour therapy (CBT)
- ☺ Managerial support, consultancy and coaching are available to managerial teams.
- ☺ Where there is deemed to be a clinical need, in person counselling sessions near to where you work or live are available (as applicable). Alternatively, structured telephone counselling may also be available (as applicable).
- ☺ Online and video counselling is also available (as applicable).
- ☺ Access to SilverCloud and Right Steps digital courses and support, such as CBT interventions and menopause cognitive behavioural therapy (CBT).
- ☺ Valuable virtual workshops and webinars (at an additional cost)
- ☺ Enhanced services are available digitally and face-to-face, including Mental Health First Aid courses (at an additional cost)

Privacy and Confidentiality

All calls are completely confidential; however, exceptions can occur when there is a risk of serious harm to the caller or others which requires us to share information with relevant authorities such as your GP or the emergency service.

Further information regarding how Health Assured processes personal data is contained in our privacy policy, which can be found at www.healthassuredeap.co.uk/privacy-policy/.

Assistance Programmes as a Management Tool

Assistance programmes are intended to improve the wellbeing and mental health of your people, while also increasing productivity and performance through engagement with the service. Your Assistance Programme will work alongside your managerial duties to provide positive outcomes for issues like poor performance, unprofessional behaviour, and negative attitudes.

The service is designed to provide a mutually beneficial outcome for management, HR, and individuals alike.

When to use the Service

For managers, it can be a challenge to know when to step in and offer support without overstepping personal boundaries, especially when someone is going through personal issues.

Below are some circumstances where an assistance programme can offer support and guidance before an issue becomes a disciplinary matter.

- ☹ Someone's demeanour and attitude has suddenly changed, or they are struggling to cope with tasks they've previously done well.
- ☹ Someone experiences a bereavement or has worries regarding childcare or eldercare.
- ☹ A change in demands within their role, or recurring problems with colleagues.
- ☹ You're new to a managerial position and feel unsure of how to approach personal matters.

Accessing Support

Our specialists aim to support wellbeing through structured support, paired with encouragement from you as their manager. They will help you look at the options and will work with you towards a positive situation for both you and your people.

Wisdom App & Dedicated Resource Library

Available for iOS and Android, Wisdom offers a variety of bespoke wellbeing features exclusive to Health Assured clients and partners. Within the app, users have access to a library of learning materials personalised to their preferences, including wellbeing articles, videos, weekly mood trackers, 4-week plans and mini health checks.

Health Assured offers a dedicated virtual library containing information and self-help guides, accessed via our website at wisdom.healthassured.org. They cover a range of wellbeing issues and provide instant guidance and support: helping employees manage their physical, mental, and emotional health. Fact sheets, four-week programmes, webinars, wellbeing videos, health checks and regular newsletter articles are available. Your organisation's login details can be found in your welcome pack.

The Wisdom app offers access to BrightTV - powered by Health Assured. A monthly TV series, featuring well-known personalities talking about their personal experience with mental health issues.

Telephone Support

Experience has taught us that our service is most effective when you speak directly to one of our counsellors. To access telephone support from the counselling team, simply call the Health Assured 24/7 confidential helpline. Explain that you are a manager requiring assistance dealing with a member of your team and you will be put through to the relevant department, where you will be taken through a process of clarifying the problem.

Our specialists aim to support wellbeing through structured support, paired with encouragement from you as the manager. They will help you look at the options and will work with you towards a positive situation for both you and your people.

If it helps, they can role-play situations with you, or coach you on behavioural issues. The counsellor/advisor will help you formulate an action plan to improve performance, identify achievable targets for your employee, and recognise practical and personal support that may be required to achieve them.

Once the action plan is started, you can schedule telephone appointments with the same counsellor or advisor to discuss continued support, any progress and other issues that may arise.

Informal Referrals

If you believe that someone would benefit from counselling, reminding them of the service available to them can sometimes be all it takes for them to pick up the phone.

Reminding them of the amount of support available through our Assistance Programme can help to resolve issues promptly while increasing productivity.

Online Referrals

In other cases, it may be that a formal referral is more appropriate. Managers can submit referrals on behalf of an individual via our Wellbeing Referral Form. The form is accessible from any web browser, fully secure and ensures complete confidentiality.

Prior to submitting a referral, ensure that you read our Referral Guidance Notes and FAQs and complete the consent form within the link. Once you have successfully submitted a referral, you will receive a confirmation email.

Signs and symptoms to suggest your colleague may need to talk to a counsellor

If you are concerned about a colleague's mental wellbeing or if they are showing any of the below symptoms, it may be a sign to give one of our counsellors a call:

Emotional

- ☹ Feeling continuously
- ☹ Increased anxiety
- ☹ Feeling overwhelmed easily
- ☹ Disproportionate rage, anger, or resentment

Mental

- ☹ Showing signs of hopelessness
- ☹ Low self-esteem
- ☹ Lack of concentration
- ☹ Trouble with memory

Physical

- ☹ Increased headaches
- ☹ Continuous fatigue
- ☹ More absences
- ☹ Gaining or losing weight rapidly

Behaviour

- ☹ Socially withdrawn
- ☹ Disorganized speech
- ☹ Mood extremes
- ☹ Changes or disruptions in appetite

Manager FAQs

What Managerial Support is Available?

- ☹ Individuals stress management
- ☹ Conflict resolution
- ☹ Communicating change
- ☹ Performance and appraisals
- ☹ Post-trauma support
- ☹ Effectively signposting to the service

Who can use this Service?

We believe the best way to support your people is to support their immediate family* as well:

- ☺ People's partners and dependant* access the telephone helpline
- ☺ Structured telephone counselling extends to people's partners and dependant

*Health Assured define immediate family as living in the same household, aged 16 to 24 and in full-time education.

What Services are Available?

- ☺ Comprehensive telephone helplines 24/7
- ☺ Formal counselling, in the form of either in person or telephone sessions (as applicable)
- ☺ Online video counselling or online CBT (as applicable)
- ☺ Wisdom app
- ☺ Dedicated resource library
- ☺ Critical incident advice

Are my Calls Confidential?*

- ☺ All calls are confidential between the caller and their counsellor or advisor
- ☺ Exceptions can occur only if there is a serious risk of harm to the caller or others
- ☺ In such circumstances, the counsellor will always seek guidance before breaching confidentiality

*Calls are not recorded

Is the Service Restricted to Issues Dealing with Stress?

Health Assured can provide additional support for a variety of personal matters, such as:

- ☹ Personal legal information or tax support
- ☹ Family issues including childcare and eldercare
- ☹ Housing and tenancy concerns
- ☹ Bereavement or loss
- ☹ Relationships and marital changes
- ☹ Medical information

What's Included with the Critical Incident Support?*

Critical Incident Stress Management: Focuses on solving an immediate and identifiable problem, enabling employees to return to their daily routine quickly.

On-site support:** A fully trained trauma counsellor or counselling team will be on-site (typically within 24 to 48 working hours) to deliver a specialist group counselling debrief. *Additional fees may apply.

Follow-up support: If an individual requires follow-up support, we are able to provide counselling across the UK and the Republic of Ireland.

*Ad-hoc chargeable

**At additional cost



Health Assured Ltd

The Peninsula, Victoria Place
Manchester, M4 4FB
0800 206 2534

healthassured.org

