



# Employee Assistance Programme

Life is full of challenges. Whether it's your employees' health, finances, personal or work life, there are plenty of issues that can affect them daily.

We've put together these benefits to help improve staff health and wellbeing of our group protection customers.

However, please note that the benefits discussed in this brochure are only available whilst employees are covered by our ill-health liability insurance. If cover is stopped or cancelled, these benefits will no longer be available.





# Employee Assistance Programme

We offer an Employee Assistance Programme (EAP) to all employees.

Our EAP is aimed to be a positive, preventative programme of information, advice, training and services that help employees deal with events and issues in their everyday work and personal life. Key benefits include:

- An additional and valuable part of the employee benefit package at no extra cost.
- Designed to help towards reducing the impact of absence, as employees have access to support and tools whilst they're at work.
- Supports the psychological and emotional health and wellbeing of your employees.
- Management reporting can help identify trends and provide objective, independent information.

## Telephone support

Access to a 24/7, 365 confidential helpline. Calls are handled by experienced counsellors and advisers, who will offer support and information in a friendly, non-judgemental manner.

Telephone support is also available to the immediate family of the employee we're covering. Immediate family members are defined as spouse, partner, registered civil partner and children aged 16 to 24 in full-time education, living in the same household.

## Immediate crisis intervention

Critical incidents can happen anywhere, anytime. Qualified counsellors are on hand 24/7, 365 to provide employees with support in coping in the aftermath.



### Legal information service

Free information and links to legal guidance on many aspects such as debt management, lawsuits, consumer or property disputes. Please note this service does not give legal advice.

### Online support

Access to factsheets, legal guides, manager guides, links and podcasts on how to cope with life events such as buying a house, giving up smoking or coping with stress.

[legalandgeneral.com/eap](https://legalandgeneral.com/eap)

**Access code:** worliffeap

**Password:** worliffeap

### Mobile app

Access to a wealth of information on both iOS or Android devices. Search '**My Healthy Advantage**' in the App Store or Google Play.

**Code:** worliffeap

Once personally signed up, your employee will be able to log-in and then access the application at any time.

This health and wellbeing app provides a set of wellbeing tools and engaging features designed to improve an employee's mental and physical health by using personal metrics to set goals. It includes:

- Weekly mood tracker
- Mini health checks
- Four week plans to quit smoking or lose weight
- Personalised newsfeed
- Live chat support

### Health risk assessment tool

A tool that enables employees to set and track goals to improve their health.

**Employer code:** worliffeap

To access our Employee Assistance Programme, please call:



**0800 197 0655**

(Calls may be recorded and monitored)

Our EAP is supplied by Health Assured. Health Assured's EAP is accredited by the British Association for Counselling and Psychotherapy (BACP) as well as the Employee Assistance Professionals Association (EAPA).

## Manager consultation/ coaching

A free service where line managers can discuss difficult or challenging situations and receive help on how to deal with them.

## Medical information

Recommendations, practical information and advice on medical or health-related issues from qualified professionals.

## Providing feedback to Health Assured?

Health Assured prides itself on providing a high-quality service. If you or your employee feel the service they provided didn't meet expectations, feedback can be provided to them directly.

For Health Assured to fully investigate any issues, the employee must also give their consent. Please complete the [feedback form](#) to capture all the relevant information needed to investigate any failure in service expectations. Please email the completed feedback from directly back to Health Assured at: [feedback@healthassured.co.uk](mailto:feedback@healthassured.co.uk)

## Contact us



**0345 026 0094**

Monday to Friday 9am to 5pm. We may record and monitor calls.  
Call charges will vary.



**[eap.support@landg.com](mailto:eap.support@landg.com)**

### Legal & General Assurance Society Limited.

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