

Mental health is an important issue for everyone, including our employees, which is why the University of St Andrews Students' Association have partnered with Endsleigh Insurance to provide access to an Employee Assistance Programme powered by Health Assured.

What is an Employee Assistance Programme (EAP)?

An EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing.

Health Assured's EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. They strongly believe in providing an EAP service that offers not only reactive support when someone needs it but also proactive and preventative support to deliver the best possible outcomes.

Health Assured pride themselves on offering the highest level of service quality, assured through the calibre of people they employ and their exceptional clinical governance infrastructure.

With Health Assured there really is a better way Balancing everyday life with the requirements of work and home can create pressures for all of us. Work is a large part of people's lives. With increasing working hours as well as technological developments to support remote working, it is vital to ensure that there's a productive, healthy environment that is conducive to a healthy lifestyle.

Complimentary access is provided to an enhanced Employee Assistance Programme (EAP) to assist you in achieving this balance.

Services Available

Health Assured offers cover for you and your immediate family members*, 24 hours a day, 7 days a week, 365 days a year:

- **Life support:** Unlimited access to counselling for emotional problems and a pathway to structured telephone counselling at your convenience.

This includes up to six structured telephone counselling sessions, per year, per issue for you and your immediate family members*. Access to online video counselling is also provided.

- **Legal information:** For any issues that cause anxiety or distress including debt management, accountancy, lawsuits, consumer disputes, property or neighbour legalities (employees only).
- **Bereavement support:** Health Assured offers qualified and experienced counsellors who can help with grief and related stress plus a team of legal advisors to help with legal issues.
- **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 a sympathetic ear and practical information and advice.

- **CBT online:** We recognise the value of self-help tools in dealing with a range of issues, which is why we have a range of CBT self-help modules, informative factsheets and invaluable advice videos from leading qualified counsellors.

**Health Assured define dependants as immediate family members (spouse/partners) and children aged 16 to 24 in full time education, living in the same household.*

Wellbeing Portal

In addition to the counselling support and advice, Health Assured also offer a virtual library of wellbeing information. These informative articles and self-help guides provide support on a range of health and advisory issues, as well as instant guidance to aid of an employee's physical and mental health.

We understand that the information needs to be available in a way that is suitable for you, whenever you require it. From simple lifestyle changes to advice for many of life's most common concerns, the portal offers:

- Interactive health assessment providing personal tailor-made dietary tips and fitness plans
- Fitness and lifestyle advice, such as detoxing methods
- Four week self-help programmes
- Mini health checks
- Financial wellbeing articles

To gain access to the Health and Well-being Portal you will require the below login credentials:

Username: Endsleigh

Password: StudentUnions

Health e-Hub Mobile App

Sometimes it can be difficult to balance the pressures of work with the demands of home life. When daily life feels overwhelming you need help and support to deal with the practical and emotional challenges you may be facing. The free Health Assured app offers access to holistic health and wellbeing support at the tap of a finger anywhere and anytime.

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| • Support videos and webinars | • Life Support |
| • Four-week programmes | • Emotional Health |
| • Home life support and advice | • Physical Health |
| • Work life assistance | • Online CBT |
| • Physical and emotional health | • Wellbeing videos and webinars |
| • Mini health checks | • Medical information |

To find out more information on what services Health Assured can provide, please visit www.healthassuredeap.com or contact **0800 028 0199**

To gain access to the Health e-Hub Mobile App you will require the employer/unique code: **MHA152161**.