

# Your healthy advantage

## Manager FAQs

### What managerial support is available?

- Team member stress management
- Conflict resolution
- Communicating change
- Performance and appraisals
- Post-trauma support
- Effectively signposting to the EAP service

### Are my calls confidential?

- All calls are confidential between the caller and their counsellor or advisor
- Exceptions can occur only if there is serious risk of harm to the caller or others
- In such circumstances, the counsellor will always seek guidance before breaching confidentiality
- Analytical usage data may be shared with the organisation at top level (excluding identifying factors)

### Who can use this service?

We believe that the best way to serve your employees is to support their immediate family\* as well:

- Employee's partners and dependents\* access the telephone helpline
- Structured telephone counselling extends to employee's partners and dependents

\*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 available 24/7
- Formal counselling, in the form of either face-to-face or telephone sessions (as applicable)
- Online video counselling and online CBT (as applicable)
- Online portal
- My Healthy Advantage app
- Critical incident advice

### 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 quicker.

**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 debriefing. \*Additional fees may apply.

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

### What is the "My Healthy Advantage app" and "Online Portal"?

We understand that the information available needs to be accessible to you, whenever you require it. Our My Healthy Advantage app and Online Portal feature a range of tools available 24/7, including:

- 4 week plans\*^
- Mini health checks\*^
- Wellbeing videos including BrightTV\*^
- Weekly mood trackers\*
- Personalised newsfeed\*
- Wellbeing articles\*^
- Financial assessment calculators^
- Factsheets^
- Medical information^

\*Available in My Healthy Advantage  
^Available on the Online Portal

**Free 24 hour confidential helpline:**

**healthassuredeap.com**