



Health

Supporting your employees when the everyday doesn't go to plan

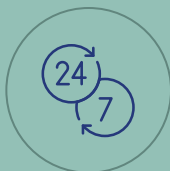
When difficult life events unfold, we're here to guide your employees, with life management and self-help through to face-to-face counselling

Helping your employees through life's twists and turns

The number of Europeans who describe themselves as having bad or poor general mood or state of mind has tripled during the Coronavirus crisis. In some cases, people are facing new mental health issues; in others, they're seeing a worsening of previous challenges.¹ That's why we're here to guide your employees in navigating those challenging little things through to life changing events.

With our Employee Assistance Programme, your teams will find guidance on coping strategies. They can speak to our counsellors, mental health practitioners, nurses, pharmacists and midwives as well as our LifeManagement™ team who are ready to support and guide them through any worries they have. And for those who need it, they can access scheduled counselling sessions.²

All it takes is one call.



Calls answered 24/7, anytime, anywhere

We understand that some problems are easier to work through than others. It's why we don't put a limit on the number of times your employees can call our counsellor and mental health expert answered helpline for a support call. And they can reach us 24/7, 365 days a year.³

Whatever the problem, our team of counsellors and mental health practitioners are ready to provide support and guidance to help your employees feel back in control. And when required, our team can refer your employees on for scheduled counselling.

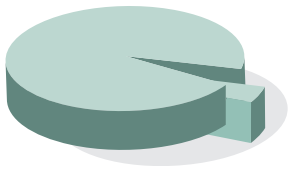


Scheduled counselling their way, when they need it

When scheduled counselling is needed, we make it easy to access the support that's needed. We'll assess your employee's needs and steer them towards the right level of help at the right time. Short term counselling can be delivered face-to-face, by telephone or online via video or live chat. Each counsellor shall guide based on what's suitable, available and preferable to the caller. Your employees can access scheduled counselling sessions through EAP Premier only.⁴

From time to time your employees may experience more than one challenge. Which is why we don't limit our support to one individual concern.

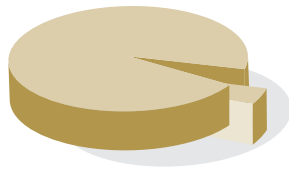
¹AXA European Markets, Mental Health & Wellbeing Report, 5,800 people in Belgium, France, Germany, Italy, Spain, UK and Switzerland, June 2020. ²Face-to-face counselling, phone counselling and online counselling are available through EAP Premier only, EAP Essential clients can purchase scheduled counselling on behalf of their employees via FirstCall. ³Phone lines are answered 24/7, 365 days a year by our EAP team. Health at Hand nurses are available 24/7, 365 days a year. Our LifeManagement™ team are available Monday to Thursday 8.30am-11pm, Friday 8.30am-8pm and Saturday, 8.30am-4pm (closed Sunday). Pharmacists and midwives are available Monday to Friday, 8am-8pm, Saturday 8am-4pm, Sunday 8am-12pm. ⁴A cap on sessions per concern applies which can be negotiated with AXA Health.



In 2019

99%

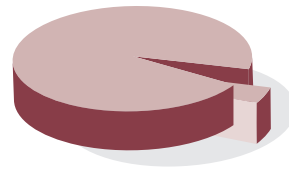
felt their concerns were listened to and their challenges understood



In 2019

94%

believed they received beneficial information and support



In 2019

98%

are likely to use the service again

Source: AXA Health, Base Jan-Sep 2019, 4428 participants



Guidance on everyday life management

From financial worries to consumer issues, housing concerns to eldercare, our LifeManagement™ team are here to listen, guide and support.

Our team will talk through your employee's concerns and suggest possible approaches to moving forward. We won't provide legal advice, but you can be confident we will give your employees the means to make an informed decision on how to proceed.



Help when it comes to their health

Whether someone's wondering about the side effects of their medication, or they can't sleep because of a health worry, we're here to help.

Our qualified nurses, midwives and pharmacists provide information your employees can trust, putting minds at rest and helping work out what to do next.⁵



Extra support for line managers

We're here to provide guidance to ensure your managers are confident, comfortable and assured whenever they're dealing with challenging, unfamiliar or complex situations.

The manager area of our online portal is also packed with useful tools and resources to help your managers make the right call every time.

⁵Health at Hand nurses are available 24/7, 365 days a year. Pharmacists and midwives are available Monday to Friday 8am-8pm, Saturday 8am-4pm, and Sunday 8am-12pm.

Choose the right model for your business

	EAP PREMIER	EAP ESSENTIAL
24/7 SUPPORT LINE		
Our mental health practitioners will be the first point of contact for your employees. After conducting the initial assessment, we'll direct your employees to the most appropriate form of help and support. Calls are answered 24/7, 365 days a year. Additionally your employees can seek guidance via Online Counselling support, available through the be supported portal Monday – Friday 9am-5pm.	•	•
LifeManagement™ SUPPORT		
Consumer issues. Family care. Housing issues. Financial worries. Our LifeManagement™ team are here to offer practical, impartial and independent guidance.	•	•
PHONE ACCESS TO NURSES, MIDWIVES AND PHARMACISTS		
Unsure about medication. Nagging health worries. A loved one unwell. We'll make the picture clear when it comes to health concerns. ⁶	•	•
24/7 ACCESS TO MOBILE-RESPONSIVE ONLINE PORTAL		
Simple, fast and confidential access to information on a wide range of work-related and domestic topics. And if your employees need to speak to us directly, they'll find contact details for the support line on each page.	•	•
LINE MANAGER SUPPORT		
Our team are here to assist your managers when they are dealing with the mental health of their team. This includes guidance on how to encourage an employee to self-refer to the Employee Assistance Programme.	•	•
SCHEDULED COUNSELLING SESSIONS		
Face-to-face counselling. Telephone counselling. Video counselling. ⁷ Our scheduled counselling options provide a flexible way to work through feelings and thoughts whenever your employees are ready, at home or at work. Our counsellors are chosen only from our AXA Health managed affiliate network.	•	—



⁶Health at Hand nurses are available 24/7, 365 days a year. Pharmacists and midwives are available Monday to Friday 8am–8pm, Saturday 8am–4pm, and Sunday 8am–12pm.
⁷Online counselling is available Monday to Friday 9am–5pm.

How it works

● AVAILABLE WITH EAP ESSENTIAL

● AVAILABLE WITH EAP PREMIER

Step 1

Employee referred by:

- Self
- Occupational Health
- Management



Step 2

Our expert team will be the first point of contact for employees



● Psychological consultation (when clinically necessary)

Step 3



● Telephone or online scheduled counselling sessions



● Self-help



● LifeManagement™

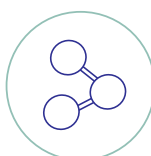
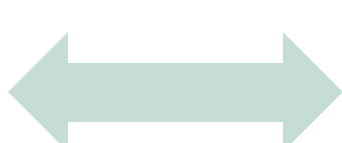


● Nurses, midwives and pharmacists

Step 4



● Signposting to a GP if the severity of a case requires greater support than an EAP service



Additional routes for supporting acute cases

- Referral to a specialist for clients with AXA Health's Stronger Minds service⁸
- Referral to FIRSTcall® for additional counselling sessions (when an EAP does not cover the level of support that is needed)

From launch to sustained engagement

We want to make sure your business and your employees get the most from your investment and that starts with addressing the unnecessary stigma that surrounds mental health. We'll help you to communicate your EAP and build awareness for your employees.

We'll provide you with the tools and materials to make an effective launch easy. And you can keep your EAP front of mind throughout the year with co-branded health and wellbeing materials from our complementary YourHQ portal.

Pinpoint your health and wellbeing investment

Our management information and account managers will help you interpret the trends your employees are facing, helping best inform your future healthcare investment.

⁸Stronger Minds is a service feature of an AXA Health Corporate Healthcare scheme, excess and out-patient limits may apply.

Extra support for when your employees need it most



Easily-accessible counselling, available at any time to any organisation

From the aftershocks of a traumatic event to the personal crisis of substance abuse. From enduring feelings of grief and loss to deep-lying relationship, financial or mental health issues. Recovering from some life events can require longer term support.

With FIRSTcall®, you can be confident that your employees can get the support for types of issues that would otherwise need more sessions than your EAP could ever reasonably be designed to provide.



Ready when you need us

We're ready for when you need us, making FIRSTcall® a flexible and cost-effective way to provide additional treatment.

Your managers, HR and OH professionals can call our dedicated FIRSTcall® freephone number 24/7, 365 days a year.



A tailored plan of action

To take away the worry of finding the right support, we'll assess the most appropriate guidance or counselling services needed and agree the way forward. With our clinical knowledge, we'll match their needs to the appropriate support and treatment services that can be accessed at your premises or convenient to your employee's home or work.



Helping your business cope at times of need

FIRSTcall® supports your business with a flexible model for scheduled counselling. Knowing you can call on an approved network of counsellors provides your HR and line management teams with the reassurance that they can get the appropriate treatment for the individual.

How it works

FIRSTcall® can be used to complement an existing EAP or for adhoc incidences.



Speak directly to a FIRSTcall® consultant on 0800 072 0057[†]

[†]We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

When you're facing a business crisis, be ready to respond



Guiding your workforce through the human aspect of any event

Whether you're facing an incident that's hit the headlines, or something as shattering as a colleague bereavement, shared trauma can have a deep and long-lasting effect on your workplace.

No matter how robust your business continuity planning may be, it's often the human aspect and the support you offer your people that proves key to an effective personal, team and business recovery.

So we'll help you build counselling and emotional support into your plans - and we'll be there to support you and your workforce the moment you face a critical incident or trauma.



Right experts for the right situation

We're always ready for your call. From a fire to a terror attack, from an explosion to violence in the workplace, you'll get support from our experts the moment you call.

We'll put together the expertise to support and guide you from our team of accredited crisis consultants, counsellors and network affiliates, HCPC psychologists, registered counsellors, clinical and occupational psychologists.



Building workforce resilience

In the immediate aftermath of a trauma or crisis, it's normal for people to feel acute distress and uncertainty. Yet business pressures remain, making it essential that the journey to recovery is made as smooth as possible.



Choose the approach that suits

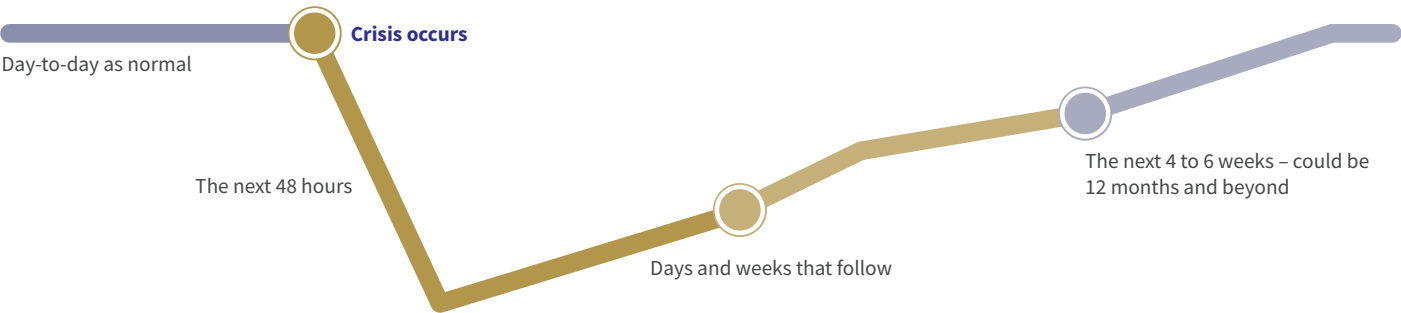
Many businesses ask us to help them develop their bespoke crisis management and business continuity plans. Others choose to use CRISIScall® in response to individual incidents as and when needed. CRISIScall® is designed to be flexible so that you can adapt it to your business needs.

We offer a range of mental health training, including Mental Health First Aid. Giving your managers, HR teams, emergency responders and staff the training, awareness skills, tools and techniques to manage the people aspects of the crisis that will be key to an effective recovery.

How it works

We're here to support you in planning and preparing for the critical questions that come when trauma strikes.

➡ BEING PREPARED	➡ INCIDENT AND FIRST RESPONSE	➡ IMMEDIATE AFTERMATH	➡ AFTERWARDS
Does your business continuity plan include people impacts and reactions? Are your people prepared?	Do you know where to turn? Are you prepared to communicate to your people and your customers?	Do you know what responses are 'normal'? Have you thought about supporting your customers?	Are your leaders ready to lead? Are you prepared to manage the longer term responses of your people?



Contact the CRISIScall® service today on 0800 072 0057

We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

The moment your employees start to experience a challenging situation, our EAP and FIRSTcall® teams are on hand to support them. We'll remove the barriers to seeking support and be there to talk – providing a listening ear as well as timely and confidential guidance.

And during times of crisis you can rely on our CRISIScall® team to get your team and business back to full speed.

To find out more about your Employee Assistance Programme, FIRSTcall® or CRISIScall®, get in touch with your intermediary, AXA Health account manager or the AXA Health sales department. They'll be delighted to help.

If you need to talk about a crisis now, call 0800 072 0057.

We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

