



# EAP Services



NUMBERMILL



SantéGroup  
Life that bit easier



HEALTH  
HERO

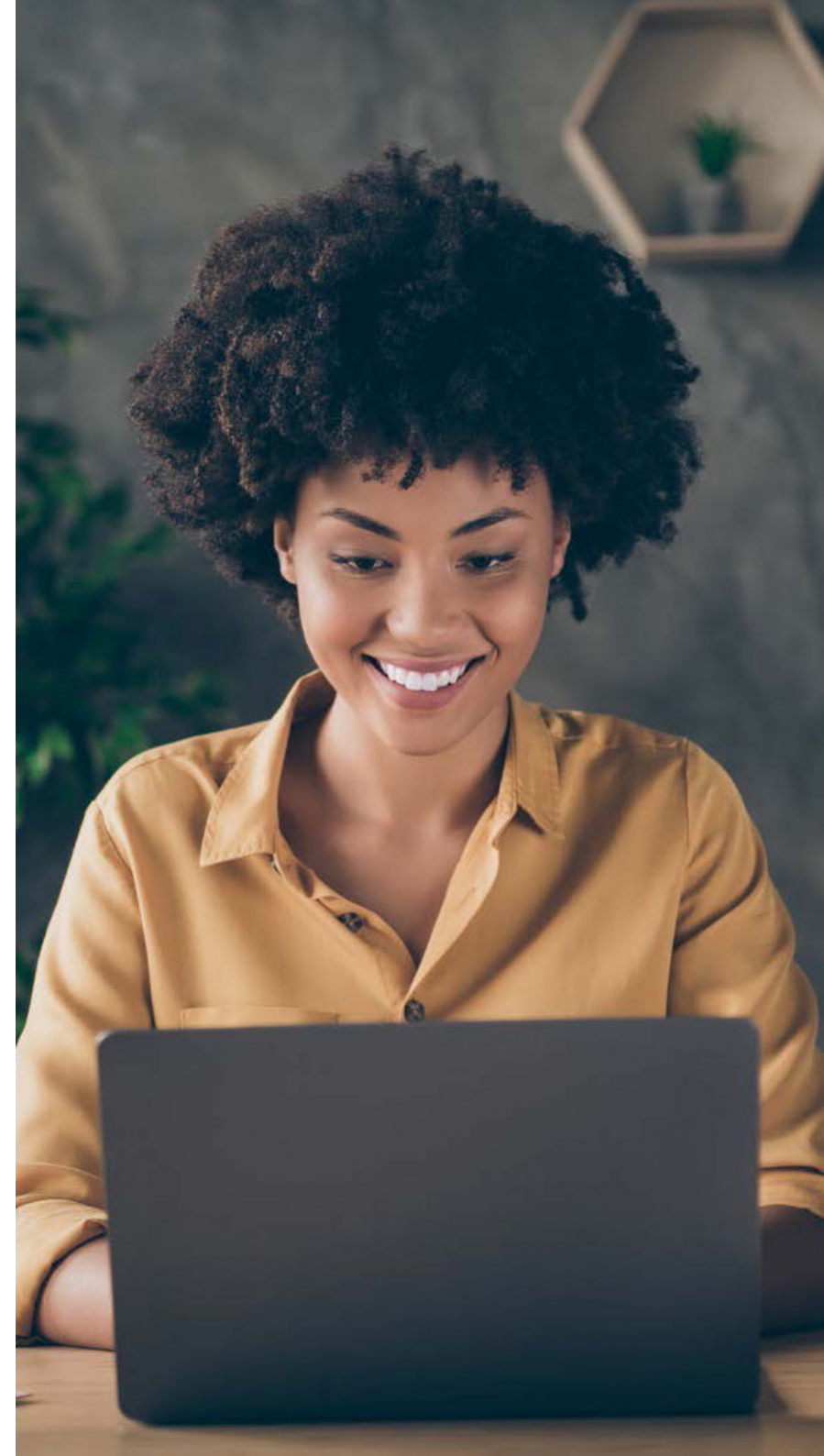
# EAP Mental Wellbeing

HealthHero provides a complete mental health and wellbeing service, integrating several clinically proven counselling approaches to support your people - from everyday mental wellbeing needs to individual critical incident support where necessary.

HealthHero's EAP service is designed to help our customers provide support to their workforce, both inside and outside the workplace, to build happier, healthier and more focused teams.

We help identify and resolve a wide range of personal and work-related concerns including:

- Alcohol/drug/gambling
- Anxiety
- Bereavement
- Change
- Childcare
- COVID-19
- Debt/money matters
- Depression/sadness
- Domestic violence
- Eldercare
- Emotional
- Family concerns
- Health & wellbeing
- Mental health
- Relationship difficulties
- Stress
- Suicide
- Work worries



# EAP Features

Employee Assistance Programme 24/7/365 helpline with access to professionally qualified and experienced counsellors for “in the moment” support or referral to structured brief therapy (up to 6 sessions) depending on agreement in place.



## Access

- ✓ Unlimited 24/7 access to EAP Helpline
- ✓ Self-referral to structured counselling (telephone / video or face-to-face), up to 6 sessions per client/year
- ✓ Self-referral, following telephone assessment, to online CBT resource “Living Life to the Full”
- ✓ Online chat / e-Counselling
- ✓ Access to information and signposting services; legal, nurse led health & wellbeing, money & debt
- ✓ Access to training, specialist psychological services on an ad hoc / as needed basis



## Support

- ✓ In the moment support or referral to structured therapy
- ✓ Bullying and harassment support
- ✓ Management support line
- ✓ Case management
- ✓ Quarterly usage reports / reviews



## Resources

- ✓ vClub – Online resources portal, EAP app
- ✓ Softcopy launch materials
- ✓ Regular softcopy communication materials, such as wellbeing-themed newsletters