

Employee Assistance Programme

A weight off your mind

Designed to help you stay happy and healthy, the Employee Assistance Programme (EAP) is available through your employer's Group Protection policy. The EAP can offer valuable support in all areas of your life, such as coping with workplace stress, relationship breakdown, money worries and more.

A chat is as good as a rest

Through the EAP, you have access to a team of advisers who provide in-the-moment practical information and advice services around issues that may be affecting you at home or at work. Provided by HealthHero, the EAP also offers 24/7 access to a team of trained counsellors who are members of The British Association of Counselling and Psychotherapy (BACP) and can offer emotional support at difficult times.

The EAP is provided by HealthHero and is offered to all employees who are permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man. This service is a non-contractual benefit Aviva can change or withdraw at any time.



Get in-the-moment support when you need it

- ✔ **24/7 Counselling helpline** - access to a 24/7 support line, providing in-the moment counselling support and clinical assessment, plus a referral for up to eight booked sessions of counselling (Person-Centred Therapy) per year & self-guided online CBT programmes.
- ✔ **Qualified counsellors** - all counsellors are directly employed by HealthHero and are members of professional bodies such as the British Association of Counselling and Psychotherapy (BACP).
- ✔ **Online resources** - you can access online resources with advice, articles and webinars on everyday topics, from relationships and childcare to bereavement.
- ✔ **Legal support line** - you can speak to a qualified Legal Advisor - available 24/7 - who can guide you through a wide range of issues, from housing and tenancy agreements to wills and probate, motoring, consumer rights, family law, and more.
- ✔ **Confidential money and debt advice** - available Monday to Friday, 8am to 8pm, and Saturday, 9am to 3pm. Get free, straightforward guidance and explore solutions such as Debt Management Plans, loan consolidation or Individual Voluntary Arrangements (IVAs).

Accessing the services

The Employee Assistance Programme is available on **0800 015 5630*** 24 hours a day, 7 days week.

The Counselling Helpline, and legal support are available 24 hours a day, 7 days a week.

You can also visit my.healthhero.com - to access the website, please use the activation details provided to you by your employer.

*Calls to this number are free of charge from UK landlines and mobile phones. Calls are confidential unless HealthHero believe there is a risk of serious harm to anyone - in which case, they may take appropriate action if needed.

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