



# We make taking care of your people simple

## EASE (Employee Assistance Programme)

Help is just a phone call away with this valuable employee service. Our team of friendly, qualified counsellors, medical advisors and lawyers are on hand 24/7 to offer free and confidential advice on legal, medical and domestic issues.

### Key features

- Available on a corporate paid basis
- Low cost
- Service available immediately from date of registration
- Can be used in conjunction with existing healthcare plans
- EASE covers just your employees and can help you meet your duty of care responsibilities
- Freephone telephone counselling and information line available 24 hours a day, 365 days of the year
- Confidential advice from a team of friendly, qualified counsellors, medical advisors and lawyers
- Up to six sessions of counselling
- Access to the Wisdom app
- Access to an Employer Support Helpline



# Helping your people when it really matters

At Westfield Health we appreciate that, sometimes, people face issues that not only affect their quality of life, but the quality of their work too.

## Telephone counselling

Problems with stress, anxiety, depression, family, bereavements, relationships and money management can all have a debilitating effect. EASE is here to ensure that your people never have to face those problems alone.

A team of fully trained, qualified counsellors are here to help, day or night, giving your people the help they need, when they need it most.

Each telephone session can last up to an hour, and employees can choose to work with the same counsellor for future sessions.

It's a service which is highly valued by employees and businesses alike, because the benefits it brings can really help staff in both the workplace and at home.

## Wisdom app

With the Wisdom app your employees can access a range of interactive tools and features, helping to track their wellness, improve their mental health and stay resilient during tough times. These include weekly mood trackers, four-week plans, mini health checks and webinars.

## Employer Support

We're focused on being there for you too. That's why EASE includes access to free specialist advice from our Employer Support Helpline. Through EASE you are able to take advantage of two free calls per year for HR, employment law or health and safety matters.

## Counselling sessions

If the counsellor believes it would be beneficial, they can arrange for your people to have up to six sessions of structured counselling. The sessions might include Cognitive Behavioural Therapy (CBT) techniques.

The therapy will take place with a fully qualified counsellor or therapist, at a location close to the employee's home or your company premises, or over the phone or a webcam. EASE covers the cost of up to six counselling sessions in any consecutive 12 month period, starting from the first session.

Counselling won't be offered if it's clinically inappropriate for the service to take on a case e.g. if it would be more beneficial for the individual to seek long-term counselling or medical care.

**Counselling is confidential. Counsellors only divulge the content of sessions if there is a serious risk to your employee or to someone else.**

## Help with health and wellbeing

There are times when a sympathetic ear can make all the difference. And we're here to provide it. Our team of nurses and doctors can help with a wide range of health, wellbeing and lifestyle issues, including:

- Medical symptoms and conditions
- Pre-travel advice
- Childhood illnesses
- Baby and child development
- Medical and surgical treatments
- Caring for the elderly
- Hospital tests and procedures
- Sexual health
- Patient rights
- Stopping smoking
- Disability aids
- Reducing alcohol consumption
- Diet and exercise
- Details of a range of local and national support groups



## Our legal team is here to take the strain

Getting the right legal information at the right time can really help. If your employees have an issue which is causing them stress or anxiety, they can get free telephone legal information from an experienced legal professional on a wide range of issues, such as:

- Consumer disputes
- Property
- Motoring
- Landlord/tenancy
- Debt
- Welfare benefits
- Matrimonial
- Family
- Wills and probate

The programme provides general guidance only and is not intended to replace your employees' normal personal medical care. Advice is never provided on employment disputes. This is not an emergency service and will not provide diagnosis or prescribe treatments.

## Our friendly Customer Care Team is here to help



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