



DIOCESE of OXFORD

A Christ-like Church for the sake of God's world

health assured

What is a Clergy & Employee Assistance Programme (EAP)?

An EAP is a confidential benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing.

Our EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. We strongly believe in providing an EAP service that offers not only reactive support when someone needs it but also proactive and preventative support to deliver the best possible outcomes.

Health Assured, in partnership with the Diocese of Oxford, Oxford Diocesan Board of Finance and Oxford Diocesan Board of Education, provides all employees and clergy with complimentary access to an enhanced EAP to assist you in achieving this balance.

What does Health Assured's EAP offer?

Balancing everyday life with the requirements of work and home can create pressures for all of us. With this EAP, you can rely on the following:

- **The Wisdom app and online portal:** a comprehensive library helping your staff cope with life's challenges. This is accessible 24/7, 365 online and via smartphone—we have free apps for iOS and Android.
- **24-hour helpline:** share a problem with someone who will listen with care, and receive real, useful advice.
- **Telephone counselling:** work through problems with a therapist accredited by the British Association for Counselling and Psychotherapy (BACP).
- **Face-to-face counselling:** speak with a local counsellor in a private and confidential setting.

Health Assured offers cover for you and your immediate family members*, 24 hours a day, 7 days a week, 365 days a year:

- **Life support:** Unlimited access to counselling for emotional problems and a pathway to structured telephone counselling or face-to-face counselling sessions (employees/clergy only) at your convenience.
- **Legal information:** For any issues that cause anxiety or distress including debt management, accountancy, lawsuits, consumer disputes, property, or neighbour legalities (employees/clergy only).
- **Bereavement support:** Health Assured offers qualified and experienced counsellors who can help with grief and related stress plus a team of legal advisors to help with legal issues.
- **Medical information:** Qualified nurses are on hand to offer advice on a range of medical or health related issues. They cannot diagnose but can offer a sympathetic ear and practical information and advice.
- **CBT online:** We recognise the value of self-help tools in dealing with a range of issues, which is why we have a range of CBT self-help modules, informative factsheets, and invaluable advice videos from leading qualified counsellors.

Call the free 24-hour confidential helpline from Health Assured to support you through any of life's issues of problems – 0800 028 0199 and quote Employer Code: MHA162304

*Health Assured define dependants as immediate family members (spouse/partners) and children aged 16 to 24 in full time education, living in the same household.



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Introducing the “Wisdom” smartphone app

The health and wellbeing of our clergy and employees is paramount. This is why we are proud to offer you all access to “Wisdom”, Health Assured’s comprehensive health and wellbeing app which helps you track your wellness, improve your mental health and stay resilient during tough times..

Health and wellbeing features:

Wisdom provides an enhanced set of wellbeing tools and engaging features to support your wellbeing and wellness. The features are designed to improve the user’s mental and physical health by using personal metrics to set goals and achievements.

Interactive mood tracker:

You will receive regular prompts to track your mood, helping you identify patterns and trends to improve overall wellbeing.

Improves wellbeing:

Their four-week plans allow you to reach your health goals and track your daily progress.

Mini health checks:

Take a minute to check in with yourself by using the health checks to assess your mental wellbeing.

Personalisation:

Wisdom allows you to personalise your homepage so you can access tailored content and resources.

Download the Wisdom app today

The Wisdom app is available on mobile, tablet, and desktop. Explore the whole app and find out what works for you. Download today on the App Store and Google Play. Once downloaded, you can gain access with our Employer Code: **MHA162304**



Wellbeing Portal (<https://healthassuredeap.co.uk/>)

In addition to counselling support and advice, they also offer a virtual library of wellbeing information. These informative articles and self-help guides provide support on a range of health and advisory issues, as well as instant guidance to aid of an employee’s physical and mental health.

We understand that the information needs to be available in a way that is suitable for you, whenever you require it. From simple lifestyle changes to advice for many of life's most common concerns, the portal offers:

- Interactive health assessment providing personal tailor-made dietary tips and fitness plans
- Fitness and lifestyle advice, such as detoxing methods
- Financial wellbeing articles

To gain access to the [Wellbeing Portal](https://healthassuredeap.co.uk/) you will require the below login credentials:

Username: **Wellbeing**

Password: **RainWolfCave**

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