

# 24/7 Counselling & Support Helpline

**Ideal for organisations of all shapes and sizes, our 24/7 Helpline provides support, guidance and counselling to help employees, their partner and dependants with a wide range of problems\*.**

Issues such as stress, financial worries or a family bereavement can lead to absenteeism, health problems and a drop in performance at work. In 2016, 25% of employees<sup>1</sup> suffered with financial problems that affected their performance at work and mental health issues (such as depression and anxiety) were the second most common cause of absence.<sup>2</sup> By providing employees and immediate family with professional support when they need it the most, our 24/7 Helpline can help to improve health, wellbeing, productivity and performance.

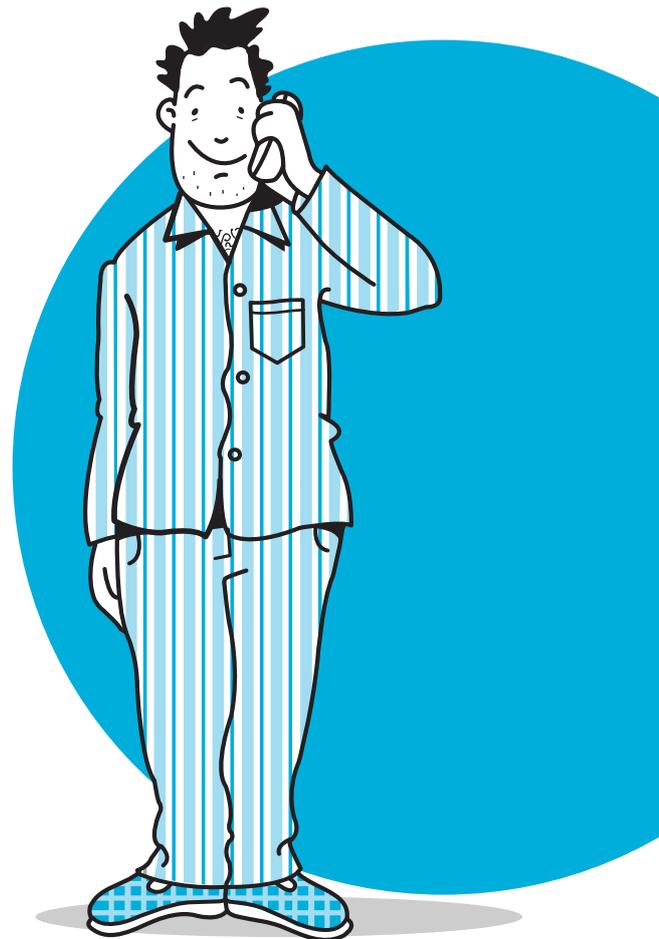
## Employer Benefits

- ✓ Supports duty of care and demonstrates a strong commitment to looking after the health and wellbeing of employees
- ✓ Specialist HR and Line Management Support Helpline
- ✓ Can help to reduce short-term and long-term absenteeism
- ✓ Provides peace of mind as employees can talk to qualified professionals about a range of issues
- ✓ Access to a range of Health and Wellbeing workshops
- ✓ Happier, more productive workforce

## Employee Benefits

- ✓ Immediate access to BACP-accredited counsellors who can help with a variety of personal and professional problems
- ✓ Face-to-face counselling and Cognitive Behavioural Therapy (CBT) available at an additional cost
- ✓ Employees can seek help during the early stages of a problem, which can prevent it from turning into something more serious
- ✓ Can talk to someone at any time of the day or night

\*Dependants must be in full time education, aged 18-24 and living in the same household.  
1. Source: Employee Benefits 'Healthcare Research' in association with Health Shield, 2017  
2. Source: IPD and Close Brothers Asset Management, 2017



**To find out more please contact our friendly team on  
01270 588 555 selecting option 2 or email [salesadmin@healthshield.co.uk](mailto:salesadmin@healthshield.co.uk)  
[www.healthshield.co.uk](http://www.healthshield.co.uk)**

Find us on     

You can't put a price on the welfare of your employees, but here's a breakdown of the costs\*, depending on your company size:

Costings	
Number of Employees	24/7 Helpline (Ex. VAT)
1-499 employees	£2.92 (minimum annual cost of £500 + VAT)
500-999 employees	£2.71
Over 1,000 employees	£2.50

\*Pricing per annum, per employee – Minimum annual cost £500 + VAT.

What is included	
<b>24/7 Telephone Helpline</b>	This telephone service provides emotional and practical support, such as advice on a range of topics including debt, housing, consumer issues, bereavement and family-related matters. All calls are handled by qualified and experienced BACP-accredited counsellors. Structured counselling sessions (either face-to-face or over the phone) can be accessed at an additional charge of £80 per session plus VAT, CBT is also available and costs £125 per session plus VAT.
<b>Critical Incident Stress Management</b>	As part of the 24/7 Helpline service, there is immediate critical incident support via trained trauma practitioners. Managers with the authority to invoke critical incident support can access telephone support for immediate advice and recommendations regarding appropriate actions to support those affected. On-site support can also be deployed within 24 to 48 hours at an additional cost of £850 plus VAT for half a day and £1250 plus VAT for a full day.
<b>Management Support</b>	<p><b>Management Consultancy Service</b> This service is available 9am to 5pm Monday to Friday. It gives unlimited assistance aimed at helping managers deal with important issues such as workplace conflict, holding difficult conversations or communicating change.</p> <p><b>Short-term Counselling &amp; Executive Coaching</b> Emotional support for managers and line managers when they are dealing with a difficult situation and are personally not coping with it. Support can be extended to structured telephone counselling at an additional cost of £80 plus VAT per session.</p> <p><b>Manager Referrals</b> A manager can refer an employee through to counselling, as an alternative to the employee calling the service themselves. A 'Managers Referral Form' must be completed and consent of the employee must be gained.</p>
<b>Online Health and Wellbeing portal</b>	In addition to the counselling support and advice, this portal offers a virtual library of wellbeing information. These informative articles and self-help guides provide a range of health and advisory issues as well as instant guidance and support to aid with the improvement of an employee's physical and mental health.
<b>Workshops</b>	<p>Workshops for employees, with the ability for organisations to tailor the topics to suit their individual needs. Examples of workshops available are Stress Management, Mindfulness, Mental Health or Nutrition.</p> <p>For sessions to be interactive, we recommend a maximum of 20 employees, each workshop lasting up to two hours.</p> <p>Workshops are charged at £850 plus VAT for a half day and £1,250 plus VAT for a full day.</p>

Have you heard about our award-winning Health Cash Plans and Health Screening Programme? Find out more at [www.healthshield.co.uk](http://www.healthshield.co.uk)