



# Employee Assistance Program (EAP)



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## Umbrella Benefits

**To: All Employees of The Learning Trust**

**Dear colleagues**

Employee Assistance Programs (EAPs) are confidential work-based intervention programs designed to identify and assist employees in resolving personal problems and/or work related issues.

These types of problems can have a direct impact on employees' job performance, health, and mental and emotional well-being. EAPs offer support via a varied range of services, which may include counselling, therapy sessions, stress management, legal help and financial guidance.

The aim of the EAP is to foster a healthy work environment while maintaining employee wellness and productivity.

Over the last year the Trust has provided this service through a company called '**Education Support**'. Having reviewed the service offered, we are now moving to a new provider – which is provided through our ill-health insurance provider **Legal and General**, by a company called **Spectrum Life**.

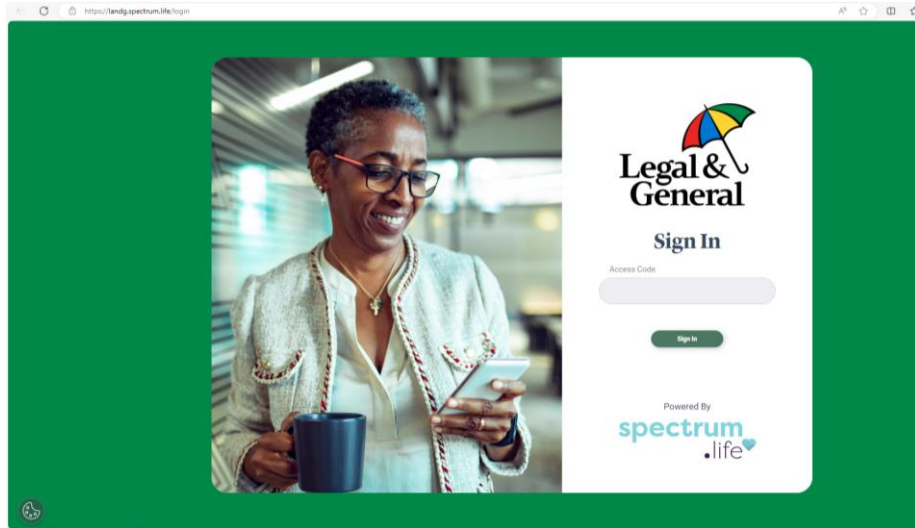
All Trust employees have access to Legal & General's enhanced EAP service, provided by Spectrum Life. This service includes a wellbeing mobile application including engaging features such as:

- A live and on demand digital gym to aid physical wellbeing
- A range of retail discounts to support financial wellbeing
- Over 275 healthy recipe videos to encourage improved nutrition
- Curated library of wellbeing content including exclusive podcasts and webinars to improve mental and emotional wellbeing

The EAP and wellbeing benefits are integrated across phone, an online platform, and the app. All employees can access this service using the following details:

- UK Freephone 24-hour telephone helpline: **0800 197 0655**. Callers will be asked to confirm the name of the pension fund they participate in and/or name of their employer.

- Or text Hi to **+44 800 197 0655**
- To access the online platform, go to [legalandgeneral.com/eap](https://legalandgeneral.com/eap) and use the access code: **BeWellEAP**
- Download the app by searching **Spectrum.Life** in the IOS or Android app stores. Use access code: **BeWellEAP**



If there are any issues, then please contact our Head of HR – Andrea Nancollas.

Best wishes

Darran

CEO

The Learning Trust

**NURTURE : AMBITION : EXCELLENCE**

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**THE LEARNING TRUST**

“Our Trust exists to serve young people, to educate, enlighten and give them the expertise and confidence to succeed”

Belgrave School CIS

# Employee Assistance Programme



Life is full of challenges. Whether it's your employees' health, finances, personal or work life, there are plenty of issues that can affect them daily.



We've put together these benefits to help improve staff health and wellbeing of our group protection customers.

However, please note that the benefits discussed in this brochure are only available whilst employees are covered by our ill-health liability insurance. If cover is stopped or cancelled, these benefits will no longer be available.

Employee Assistance Programme

# Employee Assistance Programme



## On-demand wellbeing support for all your employees

Our EAP, provided by Spectrum.Life, is aimed to be a positive, preventative programme of information, advice, training and services that help employees deal with events and issues in their everyday work and personal life.

### Key benefits for you include:

- An additional and valuable part of the employee benefit package at no extra cost.
- Designed to help towards reducing the impact of absence, as employees have access to support and tools whilst they're at work.
- Supports the psychological and emotional health and wellbeing of your employees.
- Management reporting can help identify trends and provide objective, independent information.
- 24/7 Dedicated line manager support and referrals to help resolve issues such as conflict, mental health, having difficult conversations, discrimination, managing stress, performance and attendance.
- 24/7 Critical Incident Support with access to a front-line team of qualified, accredited counsellors and psychotherapists. The EAP advisors have all completed training in trauma and referral processes. On-site or targeted support can also be provided at an extra cost.

- A monthly webinar series designed for you, covering a range of hot topics in the wellbeing space and providing the advice and guidance you need to support wellbeing in the workplace

### For your employees

Employees can arrange support from fully qualified counsellors or clinically trained psychotherapists at any time.

- All services are accessible worldwide through phone, live chat, WhatsApp, SMS, email and they can also request a call back.
- Much of the support can be accessed by the employee and their immediate family – that includes a spouse, partner, registered civil partner and children aged 16 to 24 in full-time education who are living in the same household.

## What other services are provided?



### Day to day information services

Provided for a wide range of issues. These include financial information, career coaching, consumer advice, relationships, mediation and much more.

### Medical helpline

Provides practical information, signposting and guidance on a range of medical and health related issues.

### Legal support

Free initial information from a trained legal professional. The EAP can put employees in touch with solicitors who can help with a wide range of legal issues.



The Employee Assistance Programme can be accessed by calling:

**0800 197 0655**

or via WhatsApp and SMS:

text **Hi** to **+44 800 197 0655**

(Calls may be recorded and monitored)

# Instant access to digital wellbeing platform and app

Employees have instant access to an on-demand health and wellbeing platform and app, where, as well as being able to access in the moment support from qualified counsellors, they will also have access to a wide range of tools and resources to manage their wellbeing, whenever and wherever they want. Including:

## Integrated 24/7, 365 Support

Confidential, digital wellbeing support across all relevant contact numbers. Employees can talk to counsellors through WhatsApp, SMS, live chat or they can request a call back.

## Wellbeing support content

Clinician created content on mental health, depression, anxiety, sleep, parenting and more, through articles, videos and podcasts.

## Be Calm

Programmes of clinician led, self-guided mindfulness and meditation exercises.

## Digital Gym

Access to a range of classes including Pilates, HIIT, yoga, combat and kettlebells. Classes are tailored for everyone, from beginners to advanced level. Employees can watch live and on-demand, in their own time and space.

## Sound Space

Themed podcasts on a range of topics with weekly guests.

## Fitness and Nutrition

Employees can access hundreds of healthy recipes, from easy snacks to meals for their family. They can explore a growing collection of fitness programmes with hundreds of different exercises for all levels.

## Shopping Discounts

Access a wide range of shopping offers and discounts

## Accessing the online platform and app

The EAP and wellbeing benefits are integrated across phone, an online platform and the app.

To access the online platform, go to

[legalandgeneral.com/eap](https://legalandgeneral.com/eap)

and use the access code: **BeWellEap**

Download the app by searching **Spectrum.Life** in the IOS or Android app stores.

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**spectrum**  
.life

## Who are Spectrum.Life?

Spectrum.Life is a mental health and wellbeing digital innovator, providing employee assistance programmes to over 4 million employees, with a network of 2350+ experienced, accredited counsellors and psychotherapists across the UK and Ireland.

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