

Supporting staff, volunteers and their family members – Employee Assistance Programme

[Health Assured](#) is an employee assistance programme available **FREE** to staff, volunteers and immediate family members from voluntary and community sector organisations across Horsham District, West Sussex, East Sussex and Brighton and Hove from now until 28 January 2023. The programme supports people's health, wellbeing and resilience, and we particularly hope it reaches organisations that cannot afford this type of service for staff and volunteers.

- Access to the service is strictly confidential. To evaluate the demand, the providers share take up (numbers only) to Community Works
- This is a trial offer
- The offer is open to employees and volunteers (and their direct family members) of voluntary and community organisations across Sussex

See below for the services available and how people can access this service confidentially.

Please circulate this offer to your teams, people and peers, encouraging them to share with their colleagues too.

Support available

- **Life support:** Access to counselling for emotional problems and a pathway to structured therapy sessions (employees only) at your convenience.
- **Legal information:** For issues that cause anxiety or distress including debt management, consumer, property or neighbour disputes (employees only).
- **Bereavement support:** Health Assured offers qualified and experienced counsellors who can help with grief plus legal advisors to help with related legal matters.
- **Medical information:** Qualified nurses are on hand to offer support on a range of medical or health-related issues offering practical information and advice.
- **Online CBT:** 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 fact sheets and invaluable advice videos from leading qualified counsellors.

Helpline service

Health Assured offers support for people and their immediate family members*, 24 hours a day, 7 days a week, 365 days a year by calling **0800 028 0199**

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

The service also provides access to online resources and programmes covering a variety of issues from debt, bereavement, money worries to sleeplessness or stress through an online portal or phone app.

The '[Calling the EAP helpline – employee guide](#)' will give you more information about the services available and FAQs.

How to access the support available

Helpline: Call 0800 028 0199 quoting on of the following access codes (depending on where you are based):

- West Sussex VCSE
- East Sussex VCSE
- Brighton & Hove VCSE

Online Health Portal: visit www.healthassuredeap.co.uk using:

Username: wellbeing

Password: WestVibeNote

Employer code: MHA217882

Also use either West Sussex VCSE, East Sussex VCSE or Brighton & Hove VCSE depending on your location

Questions and queries

If you would like to speak to someone about this offer, please contact Jess Sumner, Community Works CEO on ceo@bhcommunityworks.org.uk

Generously funded by Sussex Health and Care Partnership

Community Works (part of the West Sussex Infrastructure Alliance, linked to Voluntary Sector Support) worked with Health Assured during the pandemic and decided to seek funding to roll this out across the sector as a way to improve resilience:

“The past two years have been a challenge for our whole health and care system, and our VCSE partners have been an essential part of how we have gone above and beyond to support people and communities. We know this has taken its toll on our workforce and volunteers, and I am delighted that Sussex Health and Care Partnership can show our appreciation and recognition through funding this vital source of support for those working in, and volunteering as part of, our VCSE”

Alison Cannon, Sussex CCGs Chief Nursing Officer