

Lifestyle Action

A comprehensive programme that helps to protect your employees from stress

In the UK, over 13 million working days are lost every year because of stress. Stress is believed to trigger 70% of visits to doctors and 85% of serious illnesses (Health & Safety Executive stress statistics). The same organisation concluded that work-related stress affects men and women in equal numbers, and that people in the age group from 45 to retirement suffer more than younger people.

Our Employee Assistance Programme (EAP), lifestyle action, is a counselling service for employees and their eligible dependents who may be experiencing personal or work place problems. It allows managers and staff to contact the telephone helpline directly by self-referral and provides these benefits:

- access to a 24 hour, 7days per week, 365 days a year advisory service for all your employees and immediate family (i.e. those living in the same household)
- a local rate telephone or email with language translation (170 World languages) and Minicom facilities
- 95% of calls to the lifestyle action line will be answered within 15 seconds
- no need to approach an in-house service or a representative based on site
- specialist advice from highly qualified counsellors

lifestyle action delivers an 'Ask us Anything' approach which gives a flexible, fully rounded service for all types and sizes of clients. Specialist advisors are fully trained to provide comprehensive assistance on the emotional and psychological aspects of a broad range of work-related and personal issues from work stress and bullying to bereavement and personal development.

lifestyle action offers your organisation the opportunity to positively position your EAP as a service that encourages employees and family members to seek information, advice and support as early as possible.

lifestyle action covers immediate access **telephone counselling** for distressed or at risk employees or employees looking for advice and assistance on general life issues. Further support through **face to face counselling** is an option for you to consider.

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and creative solutions

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Lifestyle action offers three options:

Option 1 - Generic Scheme

This service option covers immediate access Telephone Counselling and Specialist Advice for distressed or at risk clients. The calls are answered as 'lifestyle action'.

Any work related or personal challenge under the Life Management Services categories of Modern Living, Personal Finance, Personal and Life Essentials is covered.

Option 2 - Dedicated Scheme

This service option covers immediate access Telephone Counselling and Specialist Advice or distressed or at risk clients. The calls are answered as 'lifestyle action - your company name'.

Any work related or personal challenge under the Life Management Services categories of Modern Living, Personal Finance, Personal and Life Essentials is covered.

Option 3 - Full Scheme

This option offers 24-hour access to telephone counselling and access to local face-to-face counselling throughout the UK. Calls are made to a 0845 number, charged at the local rate and answered as 'your company name'.

Appointments are confirmed immediately on the telephone or within 24 hours by call-back and are offered within 5 days for routine cases, within 24 hours for urgent cases and within 4 hours in emergencies.

This option includes:

- Telephone Counselling
- Specialist Advice
- Management Consultation
- Telephone Critical Incident Support
- Legal advice
- Financial advice
- Up to six face to face counselling sessions



Call +44 (0)1908 352067 or email employeebenefitsales@p-mm.co.uk

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