



INTERNATIONAL EMPLOYEE ASSISTANCE PROGRAMME

Confidential counselling worldwide

Together, all the way.SM



Stress is the number one health issue and the most common cause of long-term sickness leave across most of the globe.

Our Employee Assistance Programme is part of our overall focus on helping the people we serve improve their health. By providing you and your employees with tools and resources, we support our members in living a healthy life.



Available 24 hours a day, 7 days a week, 365 days a year.



Access available worldwide by phone, email, web, or the Cigna Wellbeing® App.



Available in multiple languages.

KEY FEATURES

Initial Clinical Assessment:



- › 24/7 telephonic access
- › Trained staff listen to concerns
- › Tailored consultation approach based on each individual's needs

AWARE programme:



- › Individual coaching programme
- › Six telephonic one-on-one coaching sessions over six weeks
- › Design to equip participants with resilience
- › Personalised approach to creating and applying mindfulness in everyday life

In-the-moment telephonic consultation:



- › Staff talk through the participant's concerns and determine next steps to resolving the problem.

Short-term telephonic or face-to-face counselling services:



- › Staff will arrange structured telephonic counselling where appropriate.
- › Face-to-face counselling also available according to needs and preferences.



Critical incident support:

- › Rapid and efficient telephonic and/or on-site support
- › Assistance in major incidents such as a catastrophic accident, employee death, natural disaster or violent attack



Work-life services: The work-life services offered include consultation, educational information, and qualified referrals to local resources customised to meet the participant's request for:

- › Dependant care: Child care and parenting, adult care and aging, and care for individuals with a special need or disability.
- › Information services: Assistance for day-to-day demands such as the logistics of relocating or simply locating a handyman.
- › Financial support services: For matters such as credit and debt, budgeting, taxation, benefits, mortgages, and insurance.
- › Legal support services: For issues including consumer rights, matrimonial law, traffic issues, civil litigation, tenancy, wills and probate.
- › Health and wellness services: Resources such as fitness centres, alternative medicine practitioners, nutritionists, and tobacco cessation.



cCBT programme:

- › Case manager-assisted self-help programme
- › 7 online sessions with email and telephone assistance from qualified counsellors
- › Support for mild to moderate anxiety, stress, and depression
- › Unlimited access to the programme for 6 months



Engagement support:

- › We help you plan member engagement from launch to end of the programme
- › Ensures members know how and when to reach out to us
- › All managers feel confident in recommending the EAP service



Management support services:

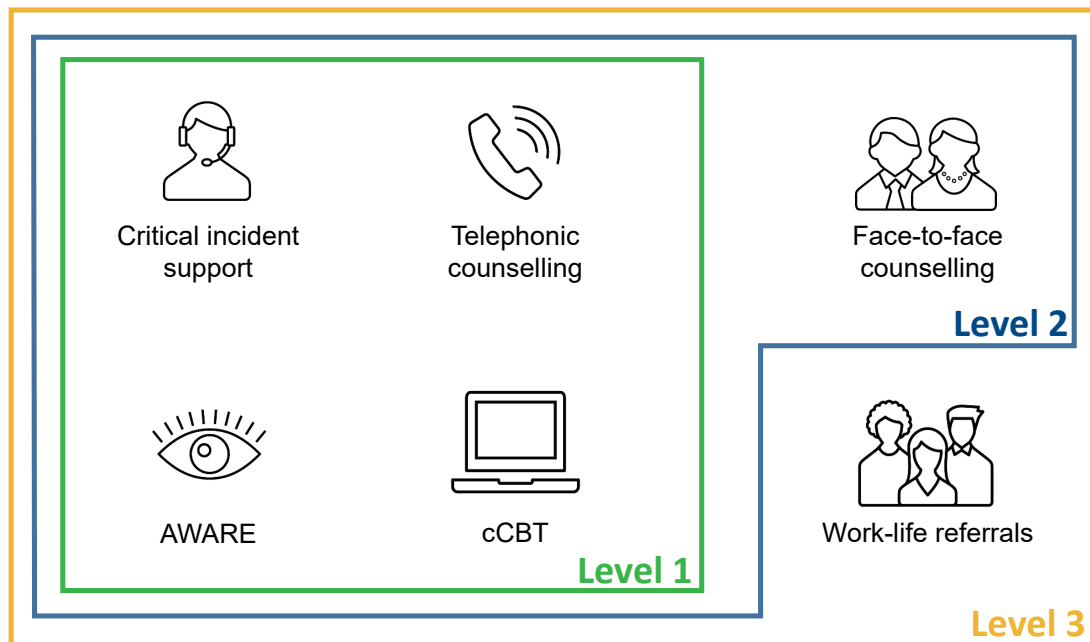
- › Expert advice and guidance focusing on the people side of management.



Reporting:

- › Utilisation data of the service (min. 50 employees per location)
- › Confidential to protect the identity of users
- › Available through your Cigna client manager

EAP services are available in three different levels, so you can provide your employees the features that most suit their needs.



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