

## Aviva Wellbeing Services

This document is designed to guide you through how to access and use Aviva's Wellbeing Services

Any policy coverage queries should be directed to your Employer in the first instance.

Watch **How to access these services** via video

**Policyholder name:**

**Policy number:**



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# Introduction

**At Aviva, we are proud to be able to support our customers and their employees' wellbeing. The services available to our Group Personal Accident and Business Travel policyholders and their employees can support them to make small, gradual changes to become healthier and happier, and when times are tough, offer support to help cope with stress and grief.**

## Wellbeing Services

Looking after your people and investing in their wellbeing can lead to increased productivity, increased engagement and a happier healthier workforce.





# Line Manager Toolkit: Mental Health

Video modules and resources to empower line managers to spot the warning signs of poor mental health in the workplace and help them feel more confident in holding supportive conversations with their team members.

**Effective mental health support strategies have the potential to improve productivity, employee engagement, reduce absenteeism and help make businesses better places to work.**

**Developed by mental health professionals, the Aviva Line Manager Toolkit: Mental Health offers bite-sized videos to help your line managers support the mental health of their team. It also provides key information and guidance for line managers on the reasonable adjustments and adaptations which could be made to support their team members.**

## How to access the toolkit

### Corporate Client – The Policyholder

1. Visit the [Accident and Health terms and conditions page](#) and accept the [Corporate Terms and Conditions](#) before you share the content.
2. Once accepted, you'll be able to access a set of engagement materials, which can be used to communicate the service, including how to access it, with your line managers.

### Line managers

1. If you are a line manager, you will be asked to accept the [End User Terms and Conditions](#) before accessing the content. You can 'self-serve' each module at a time that suits you and revisit any time you need to.
2. Once you have accepted the [End User T&Cs](#), you will be taken to a new landing page consisting of video modules and supporting content that can be incorporated into the day-to-day management of your team. You'll also be able to learn techniques to help improve your mental wellbeing.





# Get Active

A collection of sports, leisure and discounted lifestyle products to help keep you more active and lead a healthy lifestyle.

**Inside or outside the home, looking after your health and fitness is important. Get Active supports your wellbeing and fitness goals with money-saving offers at over 3,500 health and fitness clubs and a range of offers that could help support a healthy and active lifestyle.**

**Cancer Care with Get Active provides you with access to discounted products and services that can help with the daily living adjustments a cancer diagnosis and treatment can bring, as well as offers on services and experiences that may enhance quality time spent with family and close friends.**

## How to get started:

1. Visit <https://workplace.aviva.co.uk/getactive/>
2. Follow the link 'Go to Offers'
3. When prompted, enter the reference code **AHCGPA** into the 'Log In' box
4. Enter your email address and choose a password to register
5. Browse and redeem the discount offers

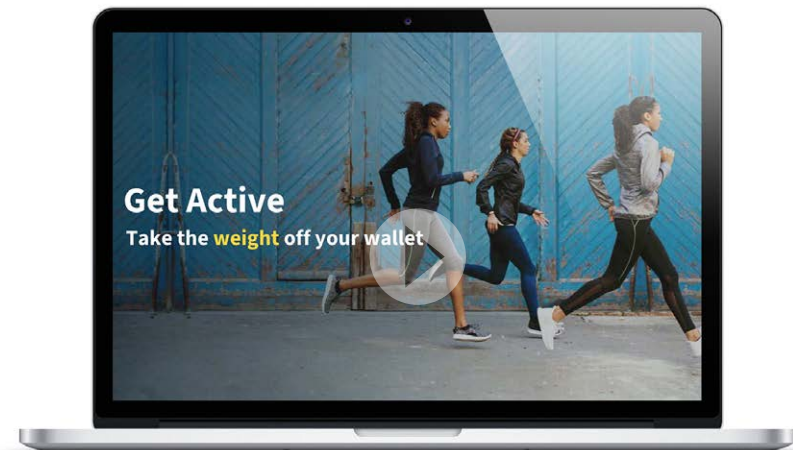
## For Gym and Health Club Memberships:

- ✓ Search for a participating gym in your area or you can search by club name.
- ✓ If you click on an offer stating, "Get Voucher", you will be asked to submit some personal details including your name, email address and some optional information in order for an e-voucher to be sent to you.
- ✓ If you click on an offer stating, "Join Online", you will be directed straight to the club's website. The discount will automatically be applied to your purchase, or you will be provided with a discount code to enter during the purchase process. The discounted offers are sourced and hosted by Incorpore Limited.

Offers are only available for United Kingdom, Northern Ireland, Channel Islands and Isle Of Man customers.  
This service is not available to Gibraltar, Ireland or overseas customers.  
This is a non-contractual benefit and can be changed or removed at any time.

## For other health, wellbeing and lifestyle discounts, including Aviva Cancer Care:

- ✓ If you click on 'Get this Offer', or 'Claim this Offer' you will either be provided with an offer code to use with the retailer, be asked to submit your email address to receive an e-voucher, or you will be taken directly to the retailer's website where the discount will automatically be applied to your purchase.





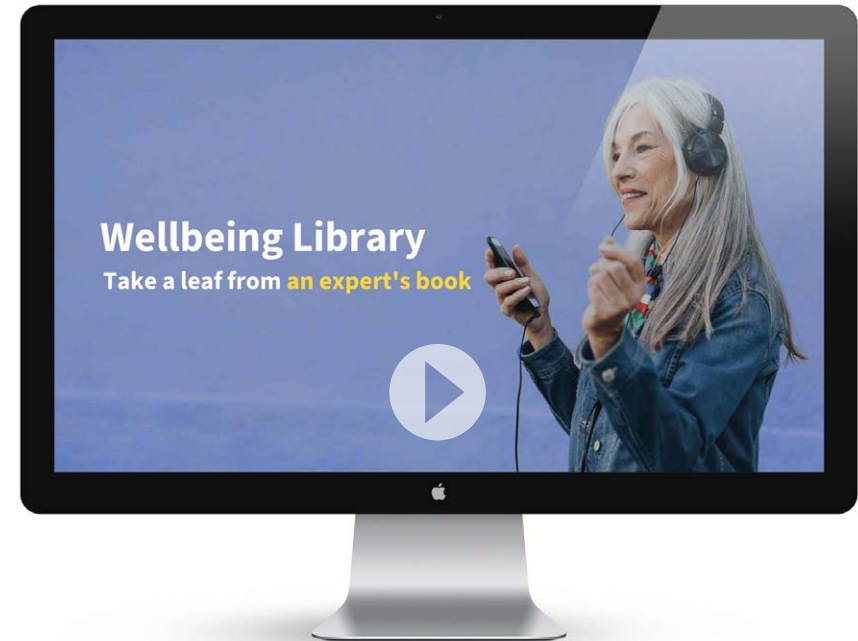
# Wellbeing Library

Access to an online library of wellbeing articles, guides and videos on a wide variety of topics.

**Stress and worry can take a toll on wellbeing, wherever it comes from. Aviva's Wellbeing Library provides helpful support on a wide range of situations; from family and relationships, money or work, to mental or physical health conditions. Whatever's on your mind, you can find information to help you deal with it.**

## How to access the Wellbeing Library

1. Visit <https://www.aviva.co.uk/services/wellbeing-library/>
  2. Click on the wellbeing category to access the information relevant to you.
- ✓ **Macmillan Cancer support:** contains helpful articles and web links produced alongside our partner Macmillan Cancer.
  - ✓ **Financial Wellbeing:** provides access to a range of articles to boost your financial wellbeing; from financial scams and how to avoid them to pensions and retirement.
  - ✓ **Mental Wellbeing:** includes articles focusing on mental health issues from battling burnout to financial anxiety.
  - ✓ **Family Wellbeing:** families are wonderful things, but they can cause stress too. In this section, you'll find articles on all types of family issues to help you keep everything on an even keel.
  - ✓ **Physical Wellbeing:** covers a wide assortment of articles to help make you fitter, happier and healthier and boost your physical wellbeing.
  - ✓ **Useful Tools:** offers a range of practical information to improve your wellbeing; from menopause support to help with bereavement.



# Counselling Service

**Life can be challenging, and from time to time, we might find ourselves struggling. Counselling can help you understand and manage your difficulties.**

We offer direct access to BACP\* accredited counsellors 24/7, 365 days a year providing immediate support from the first point of contact for a wide range of difficulties:

- ✓ Pressure/work overload
- ✓ Bullying
- ✓ Redundancy
- ✓ Bereavement
- ✓ Stress/anxiety/depression
- ✓ Domestic abuse
- ✓ Substance abuse
- ✓ Relationships (Divorce/Separation)
- ✓ Family Breakdown

Customers can access up to six telephone counselling sessions (up to an hour at a time) for each difficulty. Additional sessions can be arranged and paid for separately. Note, the initial call to the counselling line does not form part of the six sessions.

This service is provided by Care first, a trading division of Partnerships in Care Ltd.

The Counselling service is available to you, your employees and members of your immediate family – providing they live with you and are over the age of 18 (or aged between 16 and 18 and in full-time employment).

## How to get started:

1. Simply call **0117 934 0105** any time day, or night. Calls are free and confidential.
2. A professionally trained counsellor will carry out a telephone assessment to determine whether telephone based support is appropriate.
3. If the counsellor feels that face to face counselling is more appropriate they can assist with locating a counsellor, however, the cost of these sessions is not covered by the policy.



\*British Association for Counsellors and Psychotherapists

Face to face counselling is not provided as part of the policy however, Care first are able to locate a local counsellor for the customer

Offers are only available for United Kingdom, Northern Ireland, Channel Islands and Isle Of Man customers. This service is not available to Gibraltar, Ireland or overseas customers.

This is a non-contractual benefit and can be changed or removed at any time.

## More Information

If you have any questions or would like further information on the wellbeing services provided by Aviva, please get in touch with your broker.

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