

At Canine Partners, we take the wellbeing of our volunteers seriously and we believe in how important it is to look after your mental and physical health. We are delighted to share with you, that Canine Partners volunteers have access to The Health Assured Helpline and Assistance Programme Wisdom service.

**What is an Assistance Programme?**

An Assistance Programme is a confidential benefit designed to help you find support with personal and professional problems that could be affecting your home or work life, health, and general wellbeing.

The Health Assured service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. We believe in that providing this service with Health Assured means that direct support is available when someone needs it, as well as providing access to a range of proactive guidance and information to support everyday health and wellbeing.

**Services Available**

* Counselling support: Access to telephone support (online and video counselling is also available) for any matter of concern
* 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.

**Helpline services available**

There is a confidential helpline which also offers support for you and your 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.*

**Privacy and Confidentiality**

All calls are completely confidential; however, exceptions can occur when there is a risk of serious harm to the caller or others, which require Health Assured to share information with relevant authorities such as your GP or the emergency services.

Further information regarding how Health Assured process personal details is continued in their privacy policy, which can be found at www.Healthassuredeap.com

***In addition to the Helpline, we offer you access to My Wisdom smartphone app***

You can access *My Healthy Advantage* with the following login credentials:

<https://wisdom.healthassured.org/>.

**Unique code: MHA162408**

**Please find attached:**

**Health Assured Assistance Programme Leaflet**

**Health Assured Wellbeing Poster**

**Wisdom How to Download Guide**

**Wisdom Launch Poster Design App Leaflet**

Please do not hesitate to get in touch if you have any questions or require further information, at [volunteer@caninepartners.org.uk](mailto:volunteer@caninepartners.org.uk)

We hope you find this information and platform helpful and supportive, and it will be of value to you and your loved ones.

Kind Regards

Louise