



AVENSURE ZEST  
EMPLOYEE ASSISTANCE PROGRAMME  
delivered by Care First

# AVENSURE ZEST

## EMPLOYEE ASSISTANCE PROGRAMME

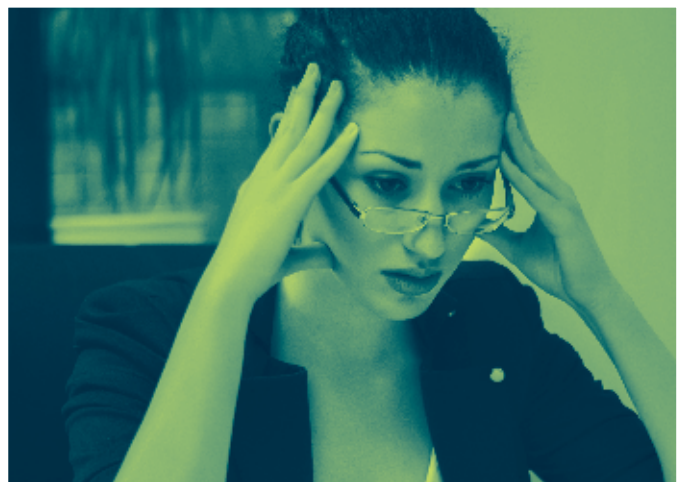
**Avensure Zest: Employee Assistance Programme is delivered by Care first, who is an acknowledged leader in the provision of Employee Assistance Solutions. This service has been developed by combining expert knowledge of work place counselling and Management Support with expertise in clinical psychology and occupational health.**

- ✓ **All counsellors are directly employed by Care first, British Association for Counselling and Psychotherapy (BACP) accredited and professionally qualified to a minimum of BACP diploma level**
- ✓ **Care first is BACP and EAPA accredited**
- ✓ **Confidential 24/7 telephone service is run continuously by in-house Care First employed counsellors – No out of hours divert to third party nurse/ advisor led service**
- ✓ **All calls answered immediately by Care first employed counsellors from our purpose built counselling centre**
- ✓ **No call screening, intake counsellors or switchboard**
- ✓ **Service managers are highly qualified with backgrounds and qualifications in counselling as well as project management and account management.**
- ✓ **Services built around our commitment to innovation and value for money.**

Care first is a Registered External Provider (RP115) member of the Employee Assistance Professionals Association, (EAPA).

Care first is a corporate member of the British Association for Counselling and Psychotherapy, (BACP).

Care first Clinical Director, Geoff Holmes served ten years as a member of the Executive Committee of the BACP sub-division Association for Counselling at Work, (ACW) and Deputy Chair for three years.



# TELEPHONE COUNSELLING AND INFORMATION



**Avensure Zest delivered by Care first CONFIDENTIAL counselling service can be accessed 24 hours a day every day of the year. The service is accessed via a free phone number.**

This number is answered 24 hours a day directly by a professional counsellor (all are permanent employees of Care first) ensuring that the first person you speak with is a counsellor.

All calls are answered within fifteen seconds. There is no reception service, switchboard operator or electronic answering service to negotiate before making contact with a counsellor. This ensures that access to counselling or management support is DIRECT and IMMEDIATE.

The call is never handed on to another counsellor to continue the process. The caller has a named counsellor from first call onward. There is no limit to the use of the telephone counselling line. However, this service provides one telephone counselling intervention per issue.

A one off call typically lasts for up to one hour.

A key focus of this counselling is to promote communication between employees and provide managers with consultancy support that enables them to deal effectively with a wide range of people problems.



PRODUCTIVITY



TELEPHONE  
COUNSELLING



GENERAL FITNESS

# INTERACTIVE HEALTH AND WELLBEING MANAGEMENT PORTAL

**Our interactive health and wellbeing management portal delivered by Care first, is a wellbeing resource for all policy holders (your employees) and their direct families.**

It is an extremely cost-effective and tangible way of demonstrating best practice in the area of wellbeing, and can underpin a range of employee support initiatives.

Of course, employee work/life balance, stress, wellness, fitness and overall health has a direct effect on productivity; so supporting employees with the tools to improve their health will drive savings to your customers bottom line.

It has been designed to help individuals manage and improve all aspects of their mental and physical health – and provide you with a clear, affordable and effective means of pro-actively supporting the wellbeing of your entire working community.

## MENTAL & PHYSICAL HEALTH



## EACH INDIVIDUAL WILL HAVE ACCESS TO:

- ✓ **Personal Training Programme** – Customised fitness plan which can be followed at home, in the gym or in the park.
- ✓ **Weight Management Plan and Food Diary** – Record and monitor food intake and activity
- ✓ **Healthy Eating & Nutritional Advice** – Updated bi-weekly by our team of nutritional experts
- ✓ **Stress Management Solutions** – Programmes, information, articles and tips, updated bi-weekly by our team of experts, to help individuals reduce stress within their life
- ✓ **10 Minute Wellness** – Monthly updated videos and articles
- ✓ **General Advice Centre** – Library of articles on general healthy living, updated bi-weekly
- ✓ **Mobile Application** – Aventure Zest is mobile enabled, meaning it can be used across most platforms, without the need to download our bespoke application. However, a true user app is available from iOS or Androids stores. This application will provide access to bar code scanning and camera functions.

## STRESS MANAGEMENT



YOUR EXCLUSIVE ONLINE ACCESS

The screenshot shows a web browser window titled "Wellbeing Zone" with the URL "www.carefirst-zest.co.uk/#/member/dashboard". The page features the Care first Zest logo in the top left. A dark blue sidebar on the left contains a user profile for "Martin Jones" and a menu with items: DASHBOARD, ASSESS YOUR WELLBEING, GOALS, LOGBOOK, PROGRAMMES, COMMUNITY, BENEFITS, and RESOURCES. The main content area includes a "Welcome martin" banner with a woman's image. Below this are several interactive cards: "GOAL" (Set goals to track areas of health and fitness), "Get Set Up" (Simply complete your wellbeing settings), "COMPLETE YOUR WELLBEING PROFILE" (To use all the functionality within the WellbeingZone you need to complete your Wellbeing Profile.), "BADGES" (Earn badges by completing wellness goals.), and "CONSULTATION" (You have no appointments scheduled). A "RECOMMENDED FOR YOU" section displays six health-related cards: National Eye Health Week, Looking after your eyes, World Alzheimer's Day, Stop smoking - triggers and cravings, Reduce the risk of dementia, and Managing stress at work. The footer contains "Copyright © 2015", "Privacy And Terms", and "Enquiries".

## AVENSURE LTD

City Tower, Piccadilly Plaza, Manchester M1 4BT  
Client Advice Line: 0330 100 8704  
www.avenure.com

