

# ALUMNI WELLNESS PROGRAMME

## Live your best life (at work and at home)

**Modern life offers so many opportunities and choices that balancing them all is actually quite an achievement. When everything in life goes well, we find ourselves enjoying our work, our family and friends. We have a positive attitude and feel good and in control. However, if one area becomes unbalanced, it can tip the scales, making life difficult.**

At some point in our lives, most of us will be faced with one or more life-changing situation. During these times we could all benefit from professional assistance. Before you find yourself in the middle of an unmanageable situation, seek professional support.

The Alumni Wellbeing Programme (AWP) (powered by Life Health Solutions) offers you just that – a caring, confidential service that helps you and your family effectively deal with difficult personal or work-related issues.

The AWP provides permanent employees and their families with access to 24-hour professional support services, seven days a week, via the telephone, please call me service, email, and a website ([www.mywellnesscompass.co.za](http://www.mywellnesscompass.co.za)).

### No cost to you

Your employer has already covered the cost of the AWP, which means these services are free to all permanent employees and their dependents living in the same household.

### Confidentiality assured

The AWP is totally confidential; your personal information remains private and is treated with the utmost discretion. Be assured that no-one else will know that you are seeing a counsellor or have decided to make use of any of the AWP services available to you.

Information shared between you and AWP representatives is strictly confidential. Employers are not informed about which employees utilise the programme, and using any of the AWP services does not put your job security or promotional opportunities at risk. Counsellors follow a strict code of ethics to protect the identity of each and every person using the service.

In some instances, a manager may encourage an employee to seek assistance on work-related matters and ask to be kept informed about the employee's general participation. The counsellors do not provide any feedback without the employee's written permission, and no details from the counselling sessions are discussed with managers.

### AWP counsellors

All AWP counsellors are experienced wellbeing practitioners who hold degrees in the field of social work and psychology. They are also appropriately licensed to practice their profession and are registered with their respective

statutory councils. This ensures all counsellors are bound by a professional code of ethics, including client confidentiality.

### Counselling service

If you would like to make use of the AWP counselling service, you need to please make your own appointment with an AWP professional at Life Health Solutions by contacting the Care Centre (toll-free **0800 004 770**). Remember to confirm the date, time and place of the appointment.



### Specialised support



The programme offers specialised support to employees and their families who may be experiencing the following situations:

- Emotional and personal difficulties
- Family and relationship concerns
- Alcohol, drug or gambling abuse
- Stress and life changes
- Career issues
- Violence and trauma
- HIV/AIDS
- General health concerns
- Bereavement and loss
- Work-related matters

The AWP also equips you with information about how you can work more effectively by improving the management of your health and wellbeing.



### Financial wellbeing

In today's tough economic times there is often a need to provide employees and their dependents with support regarding financial wellbeing. This support can take many forms, from basic budgeting to advisory services around formal debt review and garnishee orders.

The EWP's financial wellbeing services are specifically designed to meet the needs of today's employee, with practical guidance and support combined with structured materials and tools.

If you or your loved ones are in need of financial wellbeing support, you will be able to connect with a suitably qualified and experienced consultant who can guide you through day-to-day financial issues and challenges. Guidance and support will be given on a broad range of financial topics, including:

- Debt counselling
- Managing debt
- Budgets
- Black listings
- Retirement
- Loans



psychosocial  
counselling



financial  
guidance



health  
information



legal  
assistance

## Life Health Solutions Alumni Wellness Programme

Caring, professional, confidential support that helps you to manage your:

- Emotional and psychological wellbeing
- Family and social life
- Work-related matters
- Physical wellbeing



psychosocial  
counselling



financial  
guidance



health  
information



legal  
assistance

For confidential advice and support on various wellness matters

call **0800 004 770**

SMS your name to 31581 and we will call you back  
e-mail [ewp@lifehealthcare.co.za](mailto:ewp@lifehealthcare.co.za)

## HOW TO ACCESS THE SERVICE



**SMS** your name to **31581** at any time, day or night, and the Care Centre will call you back within 60 minutes.



Or call the Care Centre on **0800 004 770** at any time, day or night, and receive assistance in your preferred language.



Alternatively, email [ewp@lifehealthcare.co.za](mailto:ewp@lifehealthcare.co.za) and receive counselling via email.



**If the situation cannot be resolved immediately over the phone, you will be linked to an appropriate counsellor.**

The counsellor will contact you to make an appointment to meet at a suitable time and place for **face-to-face** counselling. In the event that you and a counsellor do not make contact with one another within 48 working hours, please contact the Care Centre for further assistance.

When meeting with your appointed counsellor, you will work together to clarify your situation, identify the options that are available to you, explore alternatives for resolving the issue, and develop a plan of action.

### Legal wellbeing



There may be instances where you or your loved ones are faced with legal processes, such as letters of demand, outstanding payments, divorce, custody matters, small claims issues, civil proceedings or other legal concerns. The AWP provides you and your dependents with access to professional telephonic legal support services to answer any questions you may have and guide you on the appropriate actions to take.

One of the most powerful aspects of this service is the ability to generate certain legal contracts without the need to visit an attorney. Each document is: Uniquely tailored to each employee's individual circumstances

Backed by a team of experienced attorneys and advocates

Fully completed and ready for signature on delivery

Delivered with advice on how to sign and use the document concerned

Delivered within 24 hours of a contract request being made

The basic legal documents you have access to include:

- Last will and testament
- Power of attorney
- Residential lease
- Sale of items such as a motor vehicle