



YOUR EMPLOYEE ASSISTANCE PROGRAMME

EMPLOYER FREQUENTLY ASKED QUESTIONS

YOUR WELLBEING WITH HEALTHY COMPANY



WHAT IS AN EMPLOYEE ASSISTANCE PROGRAMME (EAP)?

An employee assistance programme is a wellness solution that identifies and supports employees who are at risk of developing health problems and those who are well, throughout their work and life journey. It is confidential counselling to help employees with personal or work-related issues that may affect their mental and emotional health, job performance, and overall quality of life. The primary purpose of an Employee Assistance Programme (EAP) is to support the wellbeing and improve productivity of employees within an organisation.



WHAT IS HEALTHY COMPANY?

Healthy Company is more than an employee assistance programme, it's a **unique, digitally enabled wellness solution designed to support your employees**. From improving physical health and managing stress to providing financial and legal guidance, Healthy Company offers tailored resources aligned to their **plan type** to meet the unique needs of your workforce.

Through innovative digital tools, expert support, and proactive interventions, Healthy Company empowers your employees to take charge of their wellbeing. Every feature is designed to help them thrive personally and professionally, driving engagement, productivity, and overall organisational success.



WHAT MAKES HEALTHY COMPANY DIFFERENT FROM OTHER SERVICE PROVIDERS?

Healthy Company stands apart because, unlike many providers who focus mainly on emotional wellbeing, we **deliver a holistic solution across multiple dimensions**, tailored to your organisation's **plan type**.

COMPREHENSIVE PLAN

Physical Wellbeing

Empower employees to stay on top of their health with access to screenings, fitness tools, and resources that promote an active, balanced lifestyle.

Emotional Wellbeing

Provide expert counselling, mood monitoring, and practical guidance to help manage stress and mental health. Based on risk assessments, we proactively reach out to offer support when needed.

Financial Wellbeing

Help employees build financial confidence with budgeting tools, educational content, and professional advice for longterm stability. If risk indicators show financial strain, we'll connect with them for tailored assistance.

Legal Support

Give your workforce access to professional legal guidance to navigate life's challenges with clarity and peace of mind.

CORE PLAN

Emotional Wellbeing

Offer counselling, mood monitoring, and educational resources to help employees cope with stress and maintain mental resilience.

Financial Wellbeing

Provide budgeting tools, educational content, and expert advice to support financial wellbeing and stability.

Legal Support

Ensure employees have access to qualified legal assistance for issues impacting emotional or financial wellbeing, helping them handle challenges confidently.



WILL THE SERVICES OF HEALTHY COMPANY BE CONFIDENTIAL?

We prioritise confidentiality. Your employees' personal information will never be shared with you or any third party. All reporting is fully anonymised, with any details that could identify an individual removed.



HOW MANY COUNSELLING SESSIONS DO EMPLOYEES HAVE ACCESS TO THROUGH HEALTHY COMPANY?

Counselling sessions are **allocation** based on **plan type**.

COMPREHENSIVE PLAN

Employees on the Comprehensive Plan have access to **up to eight counselling sessions per presenting issue**. Sessions may be delivered virtually, telephonically, or face-to-face, depending on clinical appropriateness.

CORE PLAN

Employees on the Core Plan are entitled to **up to eight telephonic sessions per presenting issue**. In addition, **up to four of these sessions may be conducted face-to-face** for emotional or financial wellbeing concerns, where clinically appropriate.



HOW DOES THE TELEPHONIC COUNSELLING SERVICE WORK?

We have a 24-hour, toll-free support line that gives confidential and professional counselling services to employees, their dependants as well as their direct family members and anyone living in the same household as them.



HOW WILL THE FACE-TO-FACE COUNSELLING SERVICES WORK?

Face-to-face counselling sessions are allocated based on **plan type**.

COMPREHENSIVE PLAN

Employees and their dependants have access to up to eight face-to-face counselling sessions per presenting issue, **where clinically appropriate**. Our Healthy Company coach will provide **regular follow-ups** to monitor progress and ensure continued support. If additional sessions are required due to the nature of the case, we will arrange a referral outside the programme for long-term or in-patient treatment.



CORE PLAN

Employees and their dependants have access to up to four face-to-face counselling sessions for emotional or financial wellbeing concerns, **where clinically appropriate**. The Healthy Company coach will provide **regular follow-ups** to support employees and dependants throughout the process. If further counselling is needed, we will facilitate a referral outside the programme for extended or in-patient care.



HOW DO I GET IN TOUCH WITH MY HEALTHY COMPANY COACH?

Employees can access Healthy Company coaches through different service channel based **on their plan type**.

COMPREHENSIVE PLAN

The support line for emotional assistance which is available 24/7. Please call **0800 320 420**

The chat function on the Discovery website

The chat function on the Discovery app

CORE PLAN

The support line for emotional assistance which is available 24/7. Please call **0800 320 420**



HOW SKILLED AND EXPERIENCED ARE THE HEALTHY COMPANY COACHES?

The programme is run by a range of highly skilled professionals, such as psychologists, social workers, trauma counsellors, legal advisers and debt counsellors.



HEALTHY COMPANY IN ACTION



HOW IS HEALTHY COMPANY SUPPORTED BY CUTTING-EDGE TECHNOLOGY?

On the Discovery app and the Discovery website, employees can get an overview of their wellbeing profile, and access wellbeing assessments and relevant interventions.

The benefits of this technology include:

- 01** | A private and confidential way for Healthy Company coaches to reach out and check in with employees who are on the Comprehensive Plan to offer guidance and support through the live chat function.
- 02** | Access to a library of comprehensive educational content with lifestyle articles, exercise and nutrition guidelines, doctor-authored checklists, independent financial education courses and budgeting tools.
- 03** | Risk assessments through financial, lifestyle and emotional wellbeing assessments that employees can access at any time.
- 04** | An artificial intelligence (AI) tool to capture employees' moods and detect signs of emotional distress.

These tools, together with our team of counsellors and Healthy Company coaches, will help guide employees along a healthy wellbeing journey.



WHAT ARE THE BENEFITS OF JOINING HEALTHY COMPANY?

- 01** | Employees will understand their health and wellbeing across physical, emotional and financial elements.
- 02** | Employees on the Comprehensive Plan have access to proactive, relevant interventions across the four dimensions of wellbeing.
- 03** | Employees on the Comprehensive Plan can get support and advice from a Healthy Company coach in a private and confidential setting, either telephonically, face-to-face or through the live chat function on the Discovery app or Discovery website.
- 04** | Employees get access to legal and financial experts, trauma counsellors, registered psychologists and social workers to help them.
- 05** | Employees on the Comprehensive Plan get access to existing healthcare programmes and other wellness programmes through referrals, where needed.
- 06** | Employees get online lifestyle management services, including a library of comprehensive educational material, assessments and tools to capture their mood and detect signs of emotional distress.

Google Play



App Store



AppGallery



Chat to Healthy Company for free advice

Healthy Company is here for you. Access Healthy Company on the Discovery app, on our website at www.discovery.co.za or call us on 0800 320 420.

