

Juggling work with caring responsibilities?

Help is at hand with Eldercare Support Service



The juggling act of trying to work whilst at the same time, caring for children, parents, grandparents, or even sometimes all three can lead to stress in the form of strained relationships, anxieties, tiredness and illness.

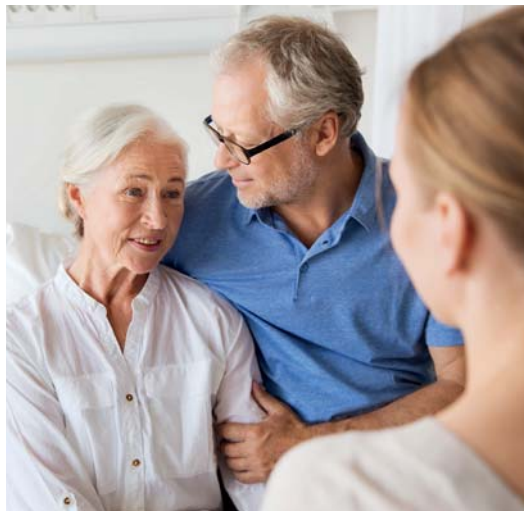
In recognition of these significant pressures, Eldercare Support Service (ESS), is available to UK employees of Generali's Group Income Protection client companies*.

Provided in partnership with leading Employee Assistance Programme (EAP) provider Optum and Best Doctors® ESS is designed to help companies provide vital employee support.

WHAT IS INCLUDED IN THE ELDERCARE SUPPORT SERVICE?

ESS provides the following benefits to you and your dependant parents as appropriate:

- **Access to confidential EAP services provided via the Generali/Optum EAP: these include telephonic and online information and assistance on a wide range of topics including bereavement, accommodation and mobility aids. please refer to EAP literature for full details of the services available.**



- **Access for parents to specific valuable Best Doctors' services namely:**
 - the Member Care Centre telephone line manned by health and care experts for generic support and advice for when you have been diagnosed with a serious medical condition or are having difficulty with a diagnosis.
 - help in finding a specialist local to you for a specific medical case or condition;
 - and access to a vast online resource of health and medical information, from a medical encyclopaedia and health calculator to a health related video library.

- **Home-based assessment by a registered Occupational Therapist (OT) experienced in eldercare, should your parent suffer an unplanned overnight stay in hospital. This service is available whether your parent lives with you or not, as long as they are UK-based. It includes a written report by the OT, provided to you and your parent according to permissions given, which aims to answer the following questions:**
 - how will your parent cope following an unplanned stay in hospital?
 - what sort of extra assistance might they need?
 - what assistance is available from the local NHS trust or social care services?
 - who are your key contacts for further help and assistance?

* ESS is a complimentary service available to all UK employees of Generali UK's Group Income Protection policyholders together with their dependant parents and dependant parents-in-law, whether they live with the employee or not and wherever in the world may be. Calls are provided in English. Information available from the EAP service where relevant is based on UK services, practices and organisations. The service includes specific elements of Best Doctors' benefits as listed above and, where appropriate, an Occupational Therapist's home assessment and report in respect of the employee's UK resident parent who has been discharged from hospital following at least an overnight stay for non-elective treatment. The written report is provided, according to permissions given.

In collaboration with **Optum**®

HOW ARE ESS SERVICES ACCESSED?

Access is quick and easy, wherever in the world you and your parents may be:

EAP

This fully confidential** resource is available 24/7, 365 days a year via a freephone number, **0800 980 6559** or from abroad on **+44 203 701 7051**

A dedicated website also provides advice, resources and professional support. Go to **www.livewell.optum.com** and use access code 'generalruk'

Best Doctors

To benefit from this independent and confidential service, simply call the Member Care Centre on **0800 085 6605** Or from abroad **00 44 203 6089 377** or online at **www.askbestdoctors.com** Calls to the 0800 number are free from a UK landline. Mobile and international call costs may vary

Occupational Therapist Assessment & Report

Access is via the EAP telephonic helpline **0800 980 6559** (or from abroad on **+44 203 701 7051**) or via a referral from your company's HR department.

“Eldercare affects the physical, psychological and economic health of caregivers.”

Source: Eldercare: The new frontier of work-family balance, The Psychologist (2015)

** Personal records may be shared if legally required to do so.

