

Absence management & vocational rehabilitation

Services for Unum's Group Income Protection policyholders

This guide explains how to access our services and what to expect when a referral is needed. This includes:

- ▶ Vocational rehabilitation services
- ▶ Dyslexia vocational evaluation
- ▶ Employee Wellbeing Check
- ▶ Help@hand health and wellbeing app

At Unum, we recognise that absence management is more than just supporting employees already off sick. We provide a range of services to support employers to prevent absences, manage new or existing conditions and maintain wellbeing at work.

Our in-house multidisciplinary team of wellbeing experts include experienced and highly trained vocational rehabilitation practitioners who work with our Group Income Protection (GIP) policyholders and their employees. They do everything they can to help keep insured employees in work wherever possible or return them to work after an absence when the time is right.

Unum's Vocational Rehabilitation Consultants (VRCs) have backgrounds in:

Nursing | occupational therapy | physiotherapy
occupational psychology | sports therapy and more.

Unum is a leading employee benefits provider offering expert health and wellbeing support and financial protection through the workplace.

High success rate: In 2023, **97%** of people referred to our rehab team remained in work, returned to the workplace or otherwise had their case resolved.



Vocational rehabilitation services

Our vocational rehabilitation team works with you collaboratively to support you and your employees with immediate access to tailored in-work and return-to-work support. This includes:

- ▶ Guidance on how to prevent and manage sickness absence
- ▶ Working with your business to identify reasons for continued absence
- ▶ Producing a plan to help employees get back to work when they feel ready, all at their own pace
- ▶ Identifying reasonable adjustments to help absent employees achieve a smooth transition back to the workplace
- ▶ Supporting you and the employee if they are at work but struggling
- ▶ Support with neurodivergence

Vocational Rehabilitation Consultants (VRCs) can work alongside your Occupational Health provision as needed.

Please note, our VRCs do not provide pre-employment screening, medical assessments, fitness for work assessments, health screening or emergency first aid.

The most important thing you can do as an employer is let us know as soon as you spot the signs that an employee may be struggling at work.



Dyslexia vocational evaluation

Available for employees with:

- ▶ Difficulties with memory, numeracy or literature (not linked to other conditions)
- ▶ Concerns that they may be dyslexic
- ▶ Undiagnosed dyslexia or cannot provide evidence of diagnosis even if they have been previously assessed
- ▶ A diagnosis of dyslexia, and a need for advice and guidance on how this can be managed in the workplace

We assess the individual to determine difficulties in the workplace and provide a report outlining recommendations to support the employee in work and coping strategies for the employee.

Please note, Unum is not able to provide a formal diagnosis of dyslexia.

We can provide a review of an existing dyslexia assessment or use psychometric measures to determine if positive traits of dyslexia are present



Employee Wellbeing Check

- ▶ Unum offers employees a 1-2-1 telephone Wellbeing Check from our in-house vocational rehabilitation team
- ▶ The team provides expert guidance and self-management techniques for employees in work but struggling with their wellbeing
- ▶ Can help to make realistic changes to improve performance, mood and productivity.

Accessing the service:

If you are referring an employee please check they meet all the criteria listed on our web page.

If the employee is self-referring you need to ensure staff are aware of the self-referral option and criteria on our web page.

Please note, we'll send a report to the employee only.

Wellbeing Checks are for employees experiencing or meeting any of the following criteria:

- ✔ Still working full contracted hours
- ✔ Living with a long-term condition but not struggling with that condition at the time
- ✔ Seeing a noticeable change to their wellbeing
- ✔ Feel like they are facing too many recommendations on how to improve their wellbeing and 'feel your best', but aren't sure where to turn.

Self-referral by
the employee OR
the employer can
make the referral



Help@hand health and wellbeing app

Remember, Help@hand is available at no additional cost to every Unum Group Income Protection policyholder. It offers total wellbeing support for employees and their eligible family members, all in one place.

These services can help you and your employee at any time without the need for a referral.

- + Unlimited mental health support* for employees and their spouse/partners
- + Unlimited, round the clock access to remote GPs for employees, their spouse/partners and their children (up to age 18 or up to 24 if in full time education)
- + A fully-integrated Employee Assistance Programme with a 24/7 helpline and access to savings and discounts
- + Up to 8 sessions of physiotherapy shared between employees and their spouse/partners
- + Employees can access 6 sessions each of lifestyle coaching, personal training and nutritionist consultations per year to balance and track their wellbeing

* For mild to moderate issues. Number of sessions subject to clinical appropriateness.



To access Help@hand, download the app from your app store and enter the username and password in your welcome email.



Making a referral - 3 easy steps

For referral to our vocational rehabilitation and dyslexia vocational evaluation, please follow these steps:



Discuss the referral with the employee. They will also need to fill in a **consent form**. We can complete the consent with the employee directly if preferred.

Once the employee has consented, complete the **referral form** to tell us about the employee and what service you require.

Send the referral and the consent (if completed) to **rehabuk@unum.co.uk**

Once we've received the referral, we will:

- Email you to confirm the triage assessment date, or call to discuss the referral, if required
- Complete the triage assessment
- Provide you and the employee with a report outlining recommendations and next steps within 5 working days of the assessment

Unsure about something?

You can contact Unum's dedicated team of vocational rehabilitation consultants on **0345 600 6765** who can assess the situation and provide guidance.





Help@hand is provided to Unum Group customers by Square Health. It offers access to services designed to manage the health and wellbeing of employees and their families. Help@hand is entirely separate from any Unum insurance policy. Help@hand is not part of the insurance contract, is provided by Unum for no additional cost to its customers, and Unum can withdraw or change the service in the future. Help@hand is available to UK residents only. Unum offers access to the Help@hand services provided by third parties. Square Health Limited, registered in England and Wales Number 07054181. Crown House, William Street, Windsor SL4 1AT.

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