

For employer and adviser use only. Not for use with employees.



Get your workforce back on their feet after COVID-19



Working together with  WORKING TO WELLBEING

COVID-19 Work Support Service

Group Income Protection

The COVID-19 pandemic has changed life as we knew it. The medical world is still learning about the symptoms and after-effects of the illness. In some cases, it appears that surviving the virus is only the start of an ongoing battle.

Many COVID-19 patients are now experiencing Long Covid symptoms – lingering after-effects that mean many struggle to carry out normal everyday activities, including getting back to work.

Long Covid symptoms

- Fatigue
- Shortness of breath
- Muscle or joint pain
- Anxiety and depression
- Cognitive difficulties.

Help with recovery

We've added a COVID-19 Work Support Service to our Group Income Protection policy to help your employees return to, and remain at, work. This service is provided by our rehabilitation partner, Working to Wellbeing.

Meet Working to Wellbeing

Working To Wellbeing are specialist health professionals – chartered psychologists, occupational therapists and occupational health physiotherapists. They aim to improve the health and wellbeing of people with chronic health conditions, helping them self-manage their conditions and remain at, or get back to, work.

Who can the service help?

Employees affected by COVID-19

Ranging from someone with mild symptoms who is struggling to return to work, to those who have been hospitalised with the illness.

Employees with Long Covid symptoms

Those experiencing debilitating symptoms such as extreme fatigue after having COVID-19.

Employees indirectly affected by COVID-19

Those suffering physical or psychological changes such as lower back pain or agoraphobia because of the changes in working practices during lockdown.

How can the service help?

Getting back to work and staying there could seem like an overwhelming task.

The service can:

- allow early intervention to provide help before the situation worsens
- support employees unable to work at full capacity
- help employees regain their confidence
- help employees rebuild their mental resilience and physical fitness to do their jobs
- focus on behavioural changes to help manage symptoms
- provide advice on fatigue management and pacing strategies
- design bespoke phased return to work plans to support durable recoveries.

Tailored return to work support

Assessment

An initial one-hour phone assessment with a trained health professional to build the most appropriate tailored support package.

Intervention

Support based on one of three levels, depending on the employee's condition and circumstances:

- 1 Phone support and advice, signposting to charities and online training for managing symptoms
- 2 Work-focused health coaching and return-to-work planning
- 3 An intense vocational rehabilitation programme, which could include privately-funded treatment such as CBT, fatigue management, pacing advice, physiotherapy and exercise programmes.

Additional support

- Psychological therapy and physiotherapy through Working to Wellbeing's network of therapists
- Fatigue management and pacing strategies
- A structured exercise programme to restore fitness for work
- Workstation assessments.

Employer support

Together we can work with you to support your HR teams and line managers, with any post COVID-19 return to work planning.

When should you refer an employee?

As soon as you're aware of their work capacity deteriorating as a result of COVID-19 – either with or without a positive test result.

Find out more

Contact our Aviva Claims team for more information:

 **0800 142 2377**

Lines are open Monday to Friday, 8.30am to 5.00pm. We may monitor and/or record calls.

 **groupIPclaims@aviva.com**

The COVID-19 Work Support Service is a non-contractual benefit that Aviva can withdraw at any time.