

## Wellbeing and Support Services

As an Oxford University employee living overseas, it is important you have access to appropriate mental health support. This document summarises the resources available and provides links to the relevant tools.

### Level 1 – Informal pastoral support

What it involves	Further information
<ul style="list-style-type: none"> <li>Stay in touch with friends and family;</li> <li>Support your colleagues and team by keeping in regular contact, and checking in with others to see how they are doing;</li> <li>Organise and participate in group activities;</li> <li>Look after yourself with a healthy diet &amp; exercise;</li> <li>Be a role model for others; offer support and be compassionate.</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">WHO advice</a></li> <li><a href="#">COVID-19 Our Mental Health</a></li> <li><a href="#">Surviving 100 days of solitude (Guardian)</a></li> </ul>

### Level 2 – Non-clinical services via Cigna health insurance and LifeWorks

Cigna and Life Works are the health insurance providers selected by the University of Oxford for its employees and their families working overseas in the Wellcome AAPs. The policy gives access to a wide range of paid-for services, including short-term counselling (in person and remotely), online CBT and mindfulness programmes.

Provider	Service	What it involves	Further information
Cigna	International Employee Assistance Program (EAP)	<ul style="list-style-type: none"> <li>Short-term counselling - available to employees and families 24/7 via phone, email or text;</li> <li>Or, HR or managers can fill in a referral form with your consent;</li> <li>Includes 6 sessions per issue per year with certified counsellors (Masters degree or diploma in psychology); sessions are provided via phone or video call.</li> </ul>	<ul style="list-style-type: none"> <li>Global freephone numbers – see attached PowerPoint</li> <li>+44 (0) 1475 788182</li> <li><a href="#">E-mail</a></li> </ul>
	Cognitive Behavioural Therapy (CBT)	<ul style="list-style-type: none"> <li>A self-help programme addressing mild to moderate anxiety, stress and depression. It involves 7 online sessions over 6 months with email/telephone support from qualified counsellors. The service is currently only available in English.</li> </ul>	<ul style="list-style-type: none"> <li>Available via Employee Assistance Programme</li> <li>More information in attached PowerPoint</li> </ul>
	Mindfulness-based stress reduction programme	<ul style="list-style-type: none"> <li>An individual coaching programme with 6 one to one coaching sessions over a period of 6 weeks via phone;</li> <li>The programme is conducted by MBSR-trained health and wellness professionals. It is currently available in Arabic, Mandarin Chinese, English, French, Dutch, Hindi, Portuguese and Spanish.</li> </ul>	<ul style="list-style-type: none"> <li>Available via Employee Assistance Programme</li> <li>More information in attached PowerPoint</li> </ul>
LifeWorks	Expatriate Employee Assistance Programme (EEAP)	<ul style="list-style-type: none"> <li>A wellbeing service that offers a wide range of confidential and voluntary support such as in person short term counselling. The service is also available online, via phone or video call, 24/7 and all year round;</li> <li>The programme can be extended to your family and if more specialised or long-term support is needed, the EEAP will help you select an appropriate specialist or service. However costs of these extra services will be your responsibility and will not be covered by this service.</li> </ul>	<ul style="list-style-type: none"> <li>Log in and book an appointment using the details attached on the Welcome letter</li> <li>Alternatively call using the World Wide numbers – see Welcome letter</li> </ul>

### Level 3 – Clinical services via Cigna health insurance

Cigna also offers access to General Practitioners, and specialists in both physical and mental health.

Cigna Service	What it involves	Further information
Telehealth service	<ul style="list-style-type: none"> <li>24/7 worldwide access to GPs and specialists including psychiatrists;</li> <li>Physicians can provide short term counselling and assist with different issues such as: handling stress, managing anxiety and depression, bereavement, couples support and parenting;</li> <li>They provide an initial assessment, prescribe medication and can make a further referral for a wide range of mental health conditions (e.g.: to a qualified psychiatrist);</li> <li>Cigna has a considerable network of local specialists around the world, or you may choose to go to any provider outside the network (e.g.: for a better cultural fit) and claim back the cost through the Cigna policy.</li> </ul>	<ul style="list-style-type: none"> <li>Accessed via Cigna Wellbeing App (search “Cigna Wellbeing” on Apple Store or Google Play)</li> <li>More information in attached PowerPoint</li> </ul>

Finally, and in addition to the services above, University of Oxford [Occupational Health](#) service is available remotely to offer remote assistance to all employees. OH aims to protect physical and mental wellbeing in the workplace, and can be accessed by self-referral or by manager referral using a [form](#) or by phone (+44 1865 282 676).