

Expert cancer support

Group Income Protection Cancer Pathway

When an employee is diagnosed with cancer it will likely affect their work life, whether short or long term.

Not everyone will need or want to take time out of work, but many will, whether for tests and treatment, emotional or physical reasons or to manage their illness.

By 2030, it's predicated that more than

✓ **4 million**

people will be **living with cancer** in the UK.

Macmillan Cancer Support¹.

We focus on making things easier for you and your employee at a difficult time, from expert emotional and practical support, to helping employees get back to work, making sure you're able and ready to support your employee, and all the steps in between.

Our cancer pathway

Tailored support delivered through a network of experts specialising in cancer care, to provide the best outcome for each employee.



Pro-active support and self-help

A cancer diagnosis can weigh heavy on an employee's mind. To help them manage their mental and financial wellbeing, your employees have access to self-serve support and information through our range of **wellbeing services**.

24/7 telephone counselling

In-the-moment support

- ✓ Immediate, practical information from Citizens Advice trained specialists around issues affecting the employee at home or work through a 24/7 helpline.
- ✓ Short-term solution focused therapy from BACP accredited counsellors.
- ✓ Access to online resources with advice, articles and webinars on everyday topics, from relationships and childcare to bereavement.

Provided by Care first.

Mental wellbeing app

Accessible anywhere, anytime

- ✓ Thrive Mental Wellbeing is a confidential and secure app offering effective, evidence-based tools to help improve mental health.
- ✓ Cognitive Behavioural Therapy (CBT) programme to help people manage specific stressors and retrain unhelpful thoughts, as well as a range of relaxation techniques.
- ✓ Help detect and manage mental health conditions before they become more severe.
- ✓ Additional support at the touch of a button.

Provided by Thrive. Terms apply.

Mental Health Consultations

By appointment

- ✓ Quick access to tailored mental health advice from a qualified therapist.
- ✓ Appointments by video or phone, usually within 48 hours.
- ✓ Therapists will devise a personal treatment plan tailored to specific needs.
- ✓ The service is also available to the employee's eligible family members.

Provided by Square Health via the Aviva DigiCare+ Workplace app. Terms and conditions and usage limits apply.

Aviva mental health videos

Accessible anytime

- ✓ Bite-sized videos, designed by clinicians to help employees look after their mental health.

Get Active Cancer Care

Savings and discounts

- ✓ Discounted products and services that can help support the daily living adjustments a cancer diagnosis and treatment could bring and enhance quality time with family and close friends.

Terms apply.

Your employees also have the opportunity to ask for a second medical opinion.

Second Medical Opinion

- ✓ Your employee may have many questions about their diagnosis and want to make sure they are getting the right information and care. An expert second opinion could provide them with the information they need to make informed decisions.
- ✓ Diagnosis and recommended treatment plan from a specialist matched to their needs.

Provided by Square Health via the Aviva DigiCare+ Workplace app. Terms and conditions and usage limits apply.

Supporting you and your business

As well as supporting your employee, we can support you, their line manager or your HR representative where needed during the process.

Wellbeing Training

Through our Wellbeing Training you have access to a range of training courses, delivered by Aviva experts or clinical partners including Working To Wellbeing. These include sessions to help you and your teams better manage life-changing illnesses in the workplace, learn how to best communicate with employees living with cancer or how to devise a framework for return to work planning. Costs apply to courses delivered by external partners.

Awareness and engagement support

Making sure your employees know about wellbeing services is almost as valuable as the services themselves. Our Group Income Protection **Employer Hub** is a central place where you'll find all the tools and materials you need to help you launch these services to your employees.

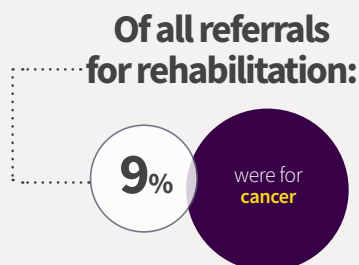
We want you and your employees to get the most out of their policy, so we can work with you to help you raise awareness and understanding of the key benefits available, for example through benefit fairs, events, presentations and roundtable sessions.

Our Group Income Protection **Employee Hub** gives your employees information on the policy, all the wellbeing services available and how to access them.

Group Income Protection wellbeing services and Wellbeing Training are non-contractual benefits which Aviva can change or withdraw at anytime. They are available to employees who are permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

Find more information on our wellbeing services at aviva.co.uk or search **Aviva Advisers**.

In 2022...



Source: Aviva Group Income Protection Rehabilitation Dept.
Jan - December 2022



“ A cancer diagnosis causes fear and uncertainty.

During this time employees need a lot of support with caring, kindness and information allowing them to take an informed active role in their treatment and not feel like a passive victim. This often extends beyond the employee as they frequently fear the effects of their disease are worse and more painful for their families and loved ones than for themselves.

Aviva's rehabilitation team has been highly trained to specifically offer what support they and their family might want and need at any stage of their treatment and after it has ended.

Financial matters are often high amongst these concerns and Aviva Group Income Protection payments can significantly help relieve financial pressures both during treatment and

afterwards, as we appreciate recovery times can often take many months after treatment ends.

The rehabilitation team also helps when cancer treatment has come to an end. NHS support may fade, but ongoing apprehension, fatigue, deconditioning and fear of recurrence continues.

We look to support employees with their overall emotional and physical wellbeing, including planning with all involved parties a gradual return to work when the time is right. We design return to work plans to integrate with the employee's physical and cognitive reconditioning as they look to slowly rebuild their tolerances, confidence and resilience after such a life altering illness and experience.

Hugh Laing BSc, MBBS, FRCP, MRCS. Consultant Medical Adviser, Aviva Life & UK Health.

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Alison's Story

Alison had been diagnosed with cancer. Her employers informed Aviva within four-weeks of Alison being absent from work.

Our dedicated Aviva case manager contacted Alison to understand more about her situation and complete an initial needs assessment.

During the conversation Alison confirmed she had recently been diagnosed with pancreatic cancer. She'd had surgery and was waiting to hear when when chemotherapy would start.

Alison was motivated to resume her usual life which included a return to work.

A referral was made to the **Cancer Work Support Service**, run by **Working To Wellbeing**, to provide support and guidance during this difficult time. An initial conversation was held within two-weeks.

The team at **Working To Wellbeing** offered Alison support, and their intervention aimed to help reduce Alison's fatigue, increase her physical fitness and provide return to work support and guidance.

Alison returned to work within four weeks of her referral to **Working To Wellbeing** and successfully returned to work full time before the end of the 26-week deferred period in place on her employer's Group Income Protection policy.

Alison's positive response to support meant that within five months of her employer's initial referral to Aviva, all intervention was complete.

"The support I received from both Aviva and **Working To Wellbeing** was excellent, it was very thorough. I had various sessions with the health coach at **Working To Wellbeing** and she was very supportive and helpful. She supported me throughout the return to work process and even when I stopped my chemotherapy treatment, she was there to listen to me.

I was kept updated and fully informed throughout the intervention process. It was very well thought out and the communication was clear. I would thoroughly recommend the support!"

Alison Todd, Senior Specialist, age 55 at time of claim.

Get in touch

If you believe an employee would benefit from our intervention or support, it's crucial that you contact us as soon as possible. Please get in touch with your usual Aviva contact or our Aviva claims team as soon as possible.



0800 142 2377 Lines are open Monday to Friday, 8.30am to 5.00pm. We may monitor and/or record calls.



groupIPclaims@aviva.com

Find out more

Visit us online to find out more about Group Income Protection and the support available.



Employer website



Adviser website

Braille, large font, audio material

You can order this document in braille, large font or audio.

Just call **0345 366 1644** or email **contactus@aviva.com** and tell us:

- the format you want
- your name and address
- the code of this document **GR02300 (07/2023)**

Our opening hours are Monday to Friday, between 8.30am and 5.30pm.

Calls may be monitored and recorded.

¹Macmillan Cancer Support. <https://www.macmillan.org.uk/about-us/what-we-do/research/cancer-prevalence>

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