

Expert neurological support

Group Income Protection Neurological Pathway

Damage to the brain and spinal cord can be caused by an acquired neurological injury or can stem from a progressive degenerative condition.

Neurological symptoms can lead to many different challenges, both at home and in the workplace.

For some, symptoms are often hidden and hard to understand, such as sensory issues or neurological fatigue. For others, the challenges can be obvious like physical weakness or loss of movement.



It's estimated that neurological conditions affect

1 in 6

people in the UK
The Neurological Alliance¹



**Our dedicated
Group Income
Protection
neurological
pathway**

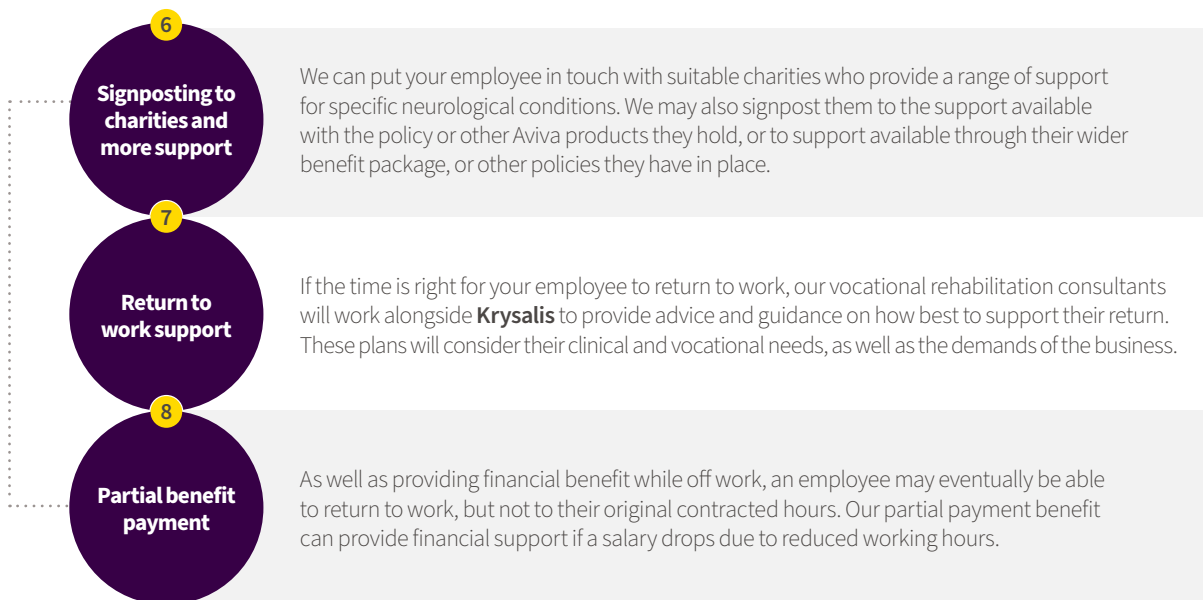
Through specialist rehabilitation and neurological occupational therapy, the support offered by our pathway can make a positive difference to employees with neurological conditions and life-changing brain injuries. Support is designed to help those struggling to return to work.

Our neurological pathway

Tailored support delivered through neurological rehabilitation experts, to provide the best outcome and support for the employee and the workplace.

For employees with a neurological diagnosis, experts can assess their abilities and limitations within the context of work and their role. They will identify the employee's work potential, where improvements can be made and can recommend strategies and adjustments to compensate for limitations. In some cases, specialist interventions can be used to treat symptoms, so no ongoing adjustments are required.





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At **Krysalis**, we blend knowledge of the individual with an in-depth clinical understanding of the brain and its functions. Our expertise in neurological rehabilitation helps those impacted to reach their maximum potential.

We bring clarity to complex situations and specialist support to manage and overcome symptoms. Supporting individuals and their line managers in those first tentative steps back into the workplace and beyond.

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— **Jo Throp**, Clinical director, Krysalis —

Pro-active support and self-help

As well as specific support for neurological conditions, employees also have access to our suite of wellbeing services which offer self-serve support and information if the employee faces other health and wellbeing situations.

- ✓ Services to help employees detect, manage, and prevent health problems
- ✓ In-the-moment support and counselling
- ✓ An app offering simple, effective, evidenced-based tools to help improve mental wellbeing
- ✓ An online library full of wellbeing information, tips, and tools
- ✓ Discounts on health and fitness clubs across the UK; at-home fitness offers, products and services
- ✓ Bite-sized mental health videos to help employees identify and find out more about common mental health problems and learn techniques to improve their mental wellbeing

Supporting you and your business

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

Wellbeing Training

You have access to a range of **Wellbeing Training** courses delivered by Aviva experts or clinical partners. 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 **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 the 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.

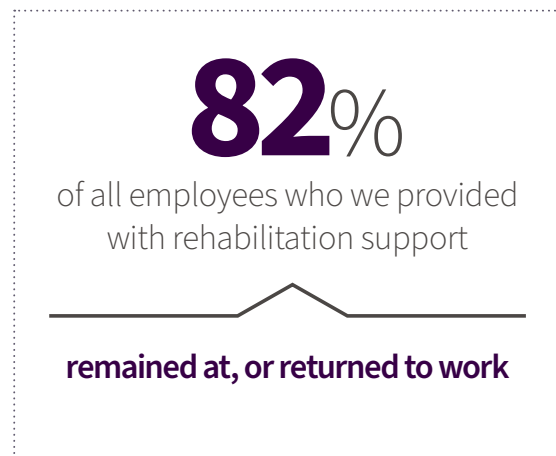
Our **Employee Hub** gives your employees information on the policy, all the wellbeing services available and how to access them.

Wellbeing services, Wellbeing Training and rehabilitation support are non-contractual benefits which Aviva can change or withdraw at any time.

Wellbeing services are available to permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

Find more information at aviva.co.uk or search **Aviva Advisers**.


In 2022...



Aviva's neurological pathway offers a variety of services to support employees with neurological conditions. If you're not sure how best to support an employee, Aviva's in-house experts are only a quick phone call away and can provide valuable advice on the most appropriate direction to suit their needs.

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.

 **0800 142 2377** Lines are open Monday to Friday, 9.00am – 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.

 **0345 366 1644**

 **contactus@aviva.com**

Tell us;

- The format you want
- Your name and address
- The code of this document GR02356 (07/2023)

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

Calls may be monitored and recorded.

¹The Neurological Alliance.

<https://www.neural.org.uk/wp-content/uploads/2019/07/neuro-numbers-2019.pdf>

Neuro Numbers 2019 report. Accessed June 2023.