

Aviva Line Manager Toolkit: Mental Health

Line Manager FAQs

Q What is the Aviva Line Manager Toolkit: Mental Health?

- A** The Aviva Line Manager Toolkit: Mental Health is a digital toolkit, consisting of video modules and complementary downloadable tools, which have been designed to help you support the mental health of your team. The toolkit aims to provide generic guidance on how to support and manage employee mental wellbeing in the workplace. It offers practical advice on how to spot changes in mental wellbeing, approach conversations with employees about their mental health and signpost to support agencies or services. The toolkit will also help you identify reasonable adjustments and manage professional boundaries.

Q What topics are covered within the Aviva Line Manager Toolkit: Mental Health?

- A** The Aviva Line Manager Toolkit: Mental Health includes information on mental health in the workplace; identifying changing behaviour (both in the physical and remote environment); having difficult conversations; effective signposting; how to respond to a crisis situation; making reasonable adaptations and adjustments; and looking after yourself.

Q How do I access the toolkit?

- A** Your employer will provide you with details on how to access the Aviva Line Manager: Mental Health toolkit. Please note, you will be asked to read and accept the end-user terms and conditions prior to accessing the toolkit itself.

Q How can I share the content with my peers?

- A** Your employer will provide your peers with details on how to access the Aviva Line Manager Toolkit: Mental Health. If they haven't received an invitation or communication, we recommend you speak with your HR team or wellbeing lead.

Q What advice is the toolkit intended to provide?

- A** The Aviva Line Manager Toolkit: Mental Health is designed to provide generic guidance for line managers on how to support and manage employee mental wellbeing in the workplace. It will also offer practical advice on how to spot changes in mental wellbeing, approach conversations with employees about their mental health and signposting to support agencies or services.

Q Who in my business should I contact if I need support helping a colleague in my team?

- A** Please contact your HR department if you have any queries about how best to support a member within your team.

Q How is the content for the Aviva Line Manager Toolkit: Mental Health sourced and kept up to date?

- A** Aviva's video modules are developed with guidance from mental health professionals who are qualified and experienced with an in-depth understanding of innovative digital healthcare. The content within the Aviva Line Manager Toolkit: Mental Health will be reviewed on an annual basis and (if required) updated to reflect best practice guidelines.

Q Can I use the complementary tools without watching the video modules?

- A** The downloadable PDF tools have been designed to complement the video modules. We recommend that you use the PDF tools in conjunction with the video modules. Content which is downloadable will be up to date and accurate at the date it was published. Please be aware of the publication date when the content is downloaded to ensure materials are up to date. We recommend you download the materials at the point of use to ensure you are using the most up-to-date versions.

Q Do I have to be an Aviva Policyholder to access the content?

- A** In order to be eligible to access the Aviva Line Manager Toolkit: Mental Health, you must be a current employee of a company with an active and eligible Aviva policy and have been invited to access the toolkit by your employer. However, you do not yourself need to be insured under your employer's policy (or under any other policy with us or our group companies) in order to be eligible to access the toolkit.

Q If my company moves provider, can I still access the Aviva Line Manager Toolkit: Mental Health?

- A** In order to be eligible to access the Aviva Line Manager Toolkit: Mental Health, you must be a current employee of a company with an active and eligible Aviva policy. If your company moves provider and ceases to have an active and eligible Aviva policy, you will no longer be permitted to access the toolkit.

Q Can my dependants access the Aviva Line Manager Toolkit: Mental Health?

- A** Your dependants and spouse/partner are not eligible for access to the Aviva Line Manager Toolkit: Mental Health (even if they are covered by your employer's Aviva policy).

Q Is my personal information safe?

- A** The Aviva Line Manager Toolkit: Mental Health does not collect, process or store personal data. Aviva may receive reports on website usage and survey responses (if completed), comprising aggregated and anonymised data which may be shared with your employer.

Q Can I access the Aviva Line Manager Toolkit: Mental Health on any device?

- A** In order to use the toolkit website, your device must be capable of running one of the following internet browsers: Internet Explorer 11, Safari (latest version), Chrome (latest version), Firefox (latest version), Edge (latest version).

Q Who do I contact if I have a question or query?

- A** Please contact your HR department if you need advice on how best to support a member of your team. If you have any technical or clinical queries or issues regarding the Aviva Line Manager Toolkit: Mental Health, please contact us at:

 **0800 092 4372**

(Monday to Friday, 9am to 5pm – excluding bank holidays. Calls may be monitored and/or recorded)

 **avivawellbeinghelp@aviva.com**

Need this in a different format?

Please get in touch if you'd prefer this Frequently Asked Questions document (**PCCRW6041**) in large font, braille, or as audio by contacting us on **0800 068 6800** or **contactus@aviva.com**.

Aviva Health UK Limited.

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