



Partner Policy: Anonymous Participants

Introduction

Participants can contact the EAP service anonymously and refuse to provide any identifying information.

Policy

Every individual who contacts the EAP will be offered assistance under First Serve principles. As such, they do not have to provide their name or any identifying information, including the name of the organisation they are accessing the service through, when they make contact. Without identifying information, they can access Single Session Therapy services. The only exception to this may be those who are frequent or abusive users of the service.

Participants cannot access EAP Sessions (delivered In-person, or via Structured Telephone/Video Counselling), the Aware program or cCBT through the EAP clinical service without providing full name, contact, and address details. This is to ensure that the information required by Emergency Services is available should a crisis occur.

Organisational details are also required from participants wishing to access EAP Sessions, cCBT or the Aware program. This is to confirm eligibility.

To access cCBT, an email address is also required.

Clinical Practice

- All participants will be asked to provide their full name, contact and address details and the organisation they are accessing the service under when contacting the EAP. If they refuse to provide this information, the clinician can First Serve.

- Towards the end of the contact when options going forward are to be discussed, and a better level of trust has been established, the clinician will again ask for the appropriate missing demographic information. It can be explained to the participant that without this identifying information we do not have access to any previous contact with us should they make contact with us again.
- If the participant is still reluctant to provide demographic information, and wishes to proceed with EAP counselling services, the clinician will explain that we do need their organisational details to confirm that they are eligible to receive these services. However, we can offer First Serve services without knowledge of their organisational benefit.
- Once eligibility (either through the organisational benefit or First Serve) has been established it can be explained that we have a Duty of Care to take all necessary steps to keep the participant as safe as we can and that we would need their full name, contact and address details to get Emergency Services to them should they present at risk of harm to themselves or others during the course of their EAP counselling, Aware or cCBT sessions. An email address is required to set up access to the cCBT application. It is then their decision as to whether they provide the information or not. No clinician will ever put pressure on a participant to provide information they are uncomfortable with.
- Some participants will provide false demographic information to protect their identity and the EAP cannot prevent them from doing this; it will often not be obvious to the clinician that false information has been given. Clinicians should never suggest the use of a pseudonym to a participant. Where a participant is openly providing false demographic information, they cannot be offered EAP counselling sessions, Aware or cCBT.
- Very occasionally a participant will report that they do not have a permanent address. In these cases the clinician should work with the participant to try to establish a contact person or address (e.g. work address) which could be used if there was concern for the participant's welfare. These cases should be escalated to the Partner's Clinical Management for agreement before a referral to EAP sessions, Aware or cCBT is made.

CHANGE HISTORY:

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Stakeholders: Global Infrastructure, Clinical Operations, Quality, Learning & Development, Sales & Account Management.

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