



# Partner Policy: First Serve

## Introduction

We believe that WPO makes a difference in the lives of those who access the service and we are committed to going the extra mile to provide outstanding service to all those who reach out to us. No participant accessing the WPO service in need of support is ever turned away. This is a fundamental principle of the WPO service and applies to any individual who contacts us; regardless of their eligibility to use the service. It is the responsibility of every WPO partner to embrace and deliver these First Serve principles.

## Policy

Every individual who contacts the WPO service will be offered assistance. When eligibility for service is in doubt, First Serve will be delivered.

First Serve will be provided via Single Session Therapy (SST). To access any other WPO clinical service, eligibility must be confirmed.

The only participants who are not offered First Serve Clinical Services are those whose use of the service is abusive and/or chronic.

## Clinical Practice



- Participants who are clearly ineligible for the service (for example they have found our number on a community website without being a member of that community) can be offered First Serve on contacting the EAP.
- There are several scenarios whereby a participant's eligibility to use the WPO service may be in doubt; the EAP through which the participant is accessing the service is not listed on the case management system, the EAP through which the participant is accessing the service is listed on the case management system but the Company the participant works for is not found against that EAP, or the Company is found but the service requested is not listed as available on the case management system. In all these situations, the participant will be first served. If, following investigation, it transpires the participant is eligible for services in addition to those already offered, the case will be reviewed by Clinical Management and the participant contacted to offer increased benefit if this is the clinically most appropriate way forward. service is listed on the case management system but the Company the participant works for is not found against that EAP, or the Company is found but The service requested is not listed as available on the case management system. In all these situations, the participant will be first served. If, following investigation, it transpires the participant is eligible for services in addition to those already offered, the case will be reviewed by Clinical Management and the participant contacted to offer increased benefit if this is the clinically most appropriate way forward.
- Where a clinician feels that a service not included as a First Serve Clinical Service is likely to be the most beneficial way forward for a participant or the participant is insisting that they are eligible for a service not offered by First Serve, eligibility does need to be confirmed. This will not be raised as an issue with the participant; the clinician will merely set the expectation that the EAP will contact the participant to confirm the way forward within one

business day. The partner will then consult with WPO and agree how to proceed.

- On occasion, a client organisation will choose to partner with another EAP provider and terminate its relationship with WPO. When this occurs and an employee of a company that has terminated subsequently contacts the service, the clinician will First Serve by offering the employee their new EAP's contact details if these are available, or referring them to their HR, again providing the number where it is known. If the employee is presenting with risk, all effort will be made to ensure the participant's safety, up to and including contacting emergency services.
- As a general principle, employees are covered by EAP services until 30 days after they leave an eligible organisation. After that date, they are covered by First Serve Services. If an employee is already receiving counselling services started before their termination date these will of course be honoured to completion. If a participant is reporting special circumstances (for example they are the widow of an employee who died in service) the EAP will offer all appropriate services following a full telephonic/video clinical conversation. This needs to be raised and agreed with the partner's Clinical Management. Some organisations have negotiated very specific policies around employees who leave their organisation which take precedence over this general principle and are documented in the case management system.

- If an employee is terminated from an employer, the employee will often have access to and will utilise EAP benefits for immediate support. The participant will be first served, and the risk or threat of violence will always be assessed. If a participant presents with risk to self or others, clinical procedures regarding contacting emergency responders and potential victims will be followed.
- Some client organisations are very specific in their policy towards Friends & Family; these are highlighted on the case management system. Where nothing specific is agreed, the standard Friends & Family Policy covers anyone who is significant in the employee's life regardless of where they reside.

## CHANGE HISTORY:

**Document Original Author:** Alison Brown; Vice President Global Clinical Quality

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

Change Date:	Approved by:	Subject Matter Expert(S) [SME] Utilized:	Description/Details of Change [Why & What]:
September 2020	Alan King	Alison Brown/ Maulika Sharma/ Maria Guimaraes	Document Initially Created
November 2020	Alan King	Alison Brown/ Maulika Sharma/ Maria Guimaraes	Annual Review; no changes to Policy. Document updated in line with current naming conventions
March 2021	Alan King	Alison Brown/ Maria Guimaraes	All clinical services except Single Session Therapy removed as First Serve services