



# Partner Policy: On-Site Counsellors

## Introduction

Some Client Organisations request that WPO provide an on-site counsellor(s) at one or more of their locations on an ongoing, regular basis. The frequency and duration of the counsellor's attendance on site can vary considerably and this policy has been developed to ensure appropriate clinical governance is in place regardless of the contractual specifics of the engagement. On occasion these on-site counsellors are managed by a Partner.

## Policy

On-site counsellors must ensure that the EAP is kept fully informed of any case development requiring review with Clinical Management and cannot provide any written feedback to/for a participant without the EAP's involvement and agreement.

The counsellor provided on-site can be an EAP employee or a Provider.

Providers will be selected from the EAP network or specifically recruited to the EAP network for the on-site role.

All on-site counsellors will access the EAP case management system to record and manage their clinical work.

On-site counsellors will adhere to all relevant EAP clinical policies.

The on-site counsellor must maintain confidentiality between themselves and the participant and will not disclose any information regarding a participant they have been in contact with to any other member of the Client Organisation. Any requested disclosure must be escalated to the EAP.

On-site counsellors will have access to timely support from the EAP for case consultation. If a participant discloses risk-of-harm to self or others to an on-site counsellor, the latter will, where time permits, liaise with the EAP to agree on the most appropriate way forward and the disclosures that may need to be made. Where the situation is so urgent that such a delay is inadvisable, the on-site counsellor will take immediate steps to prevent harm and inform the EAP as soon as possible.

On-site counsellors will document all their communication with participants to EAP documentation standards.

On-site counsellors may be used to provide Rapid Response Critical Incident (RRCI) services where they are appropriately qualified and trained.

On-site counsellors will be mindful of identifying participants whose use of the on-site service is becoming chronic in nature and outside the expectations of a short-term counselling provision and raise such participant use with the EAP.

The services provided by an on-site counsellor will depend on the frequency, regularity and duration of their attendance at the site. As appropriate, the on-site counsellor *may* provide one or more of the following services:

- Ongoing counselling interventions up to the number of sessions available under the participant's benefit and/or,
- 'Drop-in' services to provide in-the-moment support and the promotion of EAP services and/or
- Clinical assessment of participants who may then be referred either to themselves or to another clinician for EAP sessions.

On-site counsellors cannot refer participants assessed as requiring a longer-term or more specialised intervention than the EAP offers directly to their own private practice without the formal agreement of the EAP's Clinical Management. Generally, the EAP will refer to another counsellor in these circumstances unless there are particular circumstances making this difficult to arrange, for example because the participant resides in a remote location where clinical resources are scarce.

On-site counsellors can see participants anonymously for 'drop-in' services. The participant must, however, provide their name, contact and full address details if they wish to engage in ongoing EAP sessions.

On-site counsellors will provide face-to-face counselling interventions (either ongoing or 'drop-in') at the location agreed with the Client Organisation. They will be provided with a confidential space to complete their work. They do not provide Structured Telephone, Video, AWARE or Group Counselling sessions. Nor do they provide Elevate or Pathways sessions.

Participants may be encouraged to access the on-site services provided by their Organisation (e.g. Manager, HR, or Occupational Health). No feedback will be provided to the individual who has encouraged the participant to engage unless a formal Management Referral has been submitted. The Management Referral must be sent to the EAP and not the on-site counsellor.

Where an organisational representative (e.g. Manager, HR or Occupational Health) approaches an on-site counsellor looking to arrange a Management Referral, the on-site counsellor can take their details and arrange a call-back from a WPO Management Referral Specialist within 4 hours.

On-Site counsellors will be allocated an EAP Clinical Supervisor where the frequency, regularity and duration of their attendance on site indicates that a substantial amount of clinical work is being performed. This will be decided on a case-by-case basis.

## Clinical Practice

- On-site counsellors will be appropriately trained regarding their use of the EAP Case Management System and clinical policies.
- On-site counsellors may offer short-term ongoing EAP counselling sessions when they are available on-site for an agreed number of hours each week or bi-weekly, on the same day and at the same time each week or bi-weekly. Participants can be referred to these sessions after having called the EAP, completed a telephonic/video clinical assessment and agreed an appropriate focus for EAP sessions. Alternatively, the on-site counsellor can refer a participant to themselves, following an initial face-to-face clinical assessment, for ongoing short-term EAP sessions where it is clinically appropriate to do so. Sessions with an on-site counsellor will be scheduled via the EAP case management system on the same day/time each week or bi-weekly.

- On-going EAP sessions can only be offered by an on-site counsellor when the latter attends the site weekly or bi-weekly. These sessions are offered by the on-site counsellor on the understanding that;
  - Short-Term Solution-Focused Therapy will be provided,
  - The number of sessions provided will not exceed those available under the participant's EAP benefit,
  - Transitional Support can be provided by an on-site counsellor,
  - Couples Counselling will not be available,
  - Family Counselling will not be available,
  - Counselling for Minors under the age of 18 will not be available, unless the latter are 16 or 17 and accessing the service through their own benefit. On-site counsellors will be mindful that parental/legal guardian consent may be required in some jurisdictions.
  
- If a participant wishes to continue privately with an on-site counsellor after their benefit has been exhausted, they must call the EAP to discuss options going forward. Where the participant decides that they would like to proceed with a private arrangement with the on-site counsellor the appropriate Private Waiver needs to be signed and the sessions can no longer be held on the Client Organisation's site.
  
- Any participant seen through the 'drop-in' service must be recorded on the EAP case management system. The on-site counsellor will either provide in-the-moment support (i.e. Single Session Therapy) or assess for ongoing services as appropriate.
  
- The Rights & Responsibilities Document will only be provided to participants who engage in EAP face-to-face sessions with an on-site counsellor; participants who only use the drop-in service will not be provided with this document.

- If a participant leaves their employment or their employment is terminated by their employer while they are in the process of receiving EAP sessions on-site, the EAP will make every reasonable accommodation to complete the sessions appropriately. Where the employee is unable to continue attending the sessions on-site, they may be offered structured telephone/video sessions with the on-site counsellor or perhaps, where possible, their sessions will be transferred to another location where the on-site counsellor practices.



**CHANGE HISTORY:**

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

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