



# Partner Policy: Aware Mindfulness Programme

## Introduction

Aware is a mindfulness-based programme designed to reduce stress, improve focus and enhance overall wellbeing. The programme is owned and managed by the Wellness Team, however, participants can be referred to it, as appropriate, following a telephonic/video clinical conversation. The Aware programme offers individuals the opportunity to learn the practice of being mindful as a means of engaging in the present moment with focused attention. The programme is based on mindfulness research and techniques from worldwide experts in the field. Participants will learn strategies to counteract stress, reduce distracted living, establish greater balance of body and mind and stimulate well-being and healing.

## Policy

When, during the telephonic/video conversation, a partner clinician identifies that the Aware programme may be the most beneficial way forward for a participant, they can transfer the case to WPO for review and referral. The programme is suitable for participants reporting mild stress, caused, for example, by relationship issues or their work-life balance, or chronic medical conditions and pain. The Aware programme teaches mindfulness strategies that will support the participant in managing their anxiety better and hence improve their functioning.

The Aware programme is not suitable for those who have been formally diagnosed with Anxiety by a Doctor and who may be on anti-Anxiety medication.

Participants need to be comfortable working telephonically and looking to reduce their stress levels generally by making active changes in their approach to life.

Aware will not be offered under First Serve.

Only participants presenting with no risk during the clinical conversation can be referred to the Aware programme.

Any participant presenting with addiction or diagnosed mental health issues (e.g. Borderline Personality Disorder, Schizophrenia or Bipolar), will not be referred to the Aware programme.

The participant will be offered a total of 6 weekly sessions with an Aware Specialist.

The Aware programme can be offered as Transitional Support to engage the participant in improving their resilience and overall sense of wellbeing while they are setting up the longer-term support their clinical presentation indicates is necessary; as long as the participant does not present with risk. Participants referred to Aware for Transitional Support can access all 6 sessions.

Referrals to the Aware programme cannot be made concurrently with other counselling support.

Aware sessions are not recorded.

Participants can self-refer into the Aware programme or they can be referred via a Management Referral.

Aware is offered in all WPO's main service centre languages.

## Clinical Practice

- The Aware programme consists of 6 telephonic sessions. The initial session lasts 45 minutes and enables the participant to work with the specialist to establish a Personalised Practice Plan which is then reviewed and modified as necessary over the subsequent 20-minute sessions. The overall goal is for participants to learn strategies to counteract stress, reduce distracted living, establish greater balance, and stimulate overall well-being. There is an option to engage in telephonic mindful exercises with the specialist at each session.
- These sessions are re-enforced with electronic resources that are provided to participants as needed. They include a Practice Plan journal, guided practice resources, additional reference materials including suggested apps, websites, printed materials and audio recordings of exercises as available.
- When Aware is identified as an appropriate way forward to address a participant's issues, it should be discussed with the participant as potentially beneficial before more traditional EAP sessions are considered.
- Aware sessions are delivered by trained well-being professionals who hold a certificate of training (50 hours of instruction, reading and practice) in mindful techniques.

- Participants complete questions to evaluate impact on stress, relationships, emotions, ability to focus, and sleep. This data is collected at the first session, sixth session, and six months after engaging in program.

**CHANGE HISTORY:**

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

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

<b>Change Date:</b>	<b>Approved by:</b>	<b>Subject Matter Expert(S) [SME] Utilized:</b>	<b>Description/Details of Change [Why &amp; What]:</b>
September 2020	Alan King	Alison Brown/ Maulika Sharma/ Maria Guimaraes	Document Initially Created
June 2021	Alan King	Alison Brown/ Maria Guimaraes	Audio recordings of some exercises are now available.