



Partner Policy: RMS and iConnectYou

Introduction

Some Partners provide participants with a range of WPO access methods through which they can reach out to the service. RMS (Real Messaging Service) allows participants to access the service via instant messaging and iCY (IConnectYou) provides access through video and audio call, instant messaging and SMS Text. Whereas RMS is a web-based product and usually available on the company's intranet. iCY is a free app that can be downloaded to a phone or tablet.

Policy

Participants will be asked to register and agree to certain terms and conditions (including call-recording (where appropriate), confidentiality and, where applicable, any privacy notice specific to regional legislation) in order to be able to access the EAP service via RMS or iCY.

Clinicians should always gather the participant's demographic information from the participant directly. The EAP cannot use the information that a participant has provided to register on either platform to set the participant up on the Case Management System, or to reach back out to that participant should they be disconnected before the standard demographic information has been confirmed. The only exception to this may be when a participant discloses risk before the standard demographic information has been taken. In these circumstances, any identifying information provided during the registration may be used to reach out to the participant and request they reconnect as soon as possible.

EAP sessions cannot be scheduled via RMS or iCY; however, Work-life and Wellness requests can be completed.

RMS/iCY instant messaging chats must be accepted by any clinician receiving the request. Chats are not automatically forwarded to another clinician when declined and so refusing a chat will result in a failure to serve the participant.

There is no provision to contact a participant via RMS if the chat is disconnected; the EAP can only initiate further contact via telephone or email. If the participant is accessing the service via iCY, the EAP can initiate contact via instant messaging.

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Participants can only be assessed for referral to counselling sessions, the Aware or cCBT programmes or offered ongoing resources when accessing the service via audio or video on iCY. Single Session Therapy (SST) is available via audio and video on iCY, and via instant messaging on both iCY and RMS. Participants accessing the service via SMS Text can only be provided Holding Support; unless they disclose risk, when SST will be provided. Clinicians will encourage participants who make contact via instant messaging or SMS Text to audio or video call the service, or offer to call them, if necessary. If the participant is not available to speak, they should be provided with their EAP number and encouraged to call back at their convenience. A call back to the participant can be scheduled if they so request.

Participants can utilise both RMS and iCY anonymously subject to the provisions detailed in the Partner Anonymous Participants Policy.

Clinical Practice

- Where a participant does not wish to discuss their issue(s) via an audio/video call and would rather remain on instant messaging or SMS Text, the clinician will immediately check for safety and, if no risk is identified, support the participant in finding a resolution or way forward for their issue.
- Risk should always be assessed when supporting a participant who declines an audio/video call, to ensure their safety. If risk is identified, the clinician should encourage an immediate phone call to the participant in order to address and manage the risk as effectively as possible. If the participant continues to decline phone contact, the clinician should manage the risk via instant messaging/SMS Text with the aim of establishing trust and ascertaining the participant's location and contact details so that Emergency Services can be alerted should this be necessary. The Partner Calling Emergency Service Policy should be followed. Just as in managing risk via a telephonic/video conversation, if the participant is adamant in not providing contact information, the clinician should try to de-escalate risk and develop a safety plan as creatively as possible in the circumstances.
- When a minor reaches out via iCY or RMS the clinician should follow the guidelines identified in the Minors Policy and provide support but also ask to be connected (via audio/video) with the minor's guardian and/or available adult to ensure the minors safety and any appropriate follow-up care.
- RMS will automatically translate the chat into the language required by the participant however this facility is not available on iCY; google translate will be used where required.

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- Formal language will be used during all contact with a participant via instant messaging or SMS Text; with due care being taken of grammar and spelling. Acronyms will not be used.



CHANGE HISTORY:

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