



Partner Policy: Welfare Checks

Introduction

WPO are regularly approached by Third Parties requesting that a clinician reach out to an individual, who is thought to be at risk of harm. The individual for whom the request is being made may, or may not, already be a participant in the WPO Service. The Third Party may be a representative of an EAP who contracts with WPO to provide services directly to their members or they may be a Manager or a representative of Occupational Health, HR or Employee Relations within an organisation that contracts directly or indirectly (through another EAP) with the WPO service. Occasionally the requestor may be a family member or friend. Partners may receive these requests.

Policy

Partners will reach out to an individual who is reported as being at risk of harm to themselves or others at the request of a Third Party when the Third Party is a representative of an EAP who contracts with WPO to provide services to their members or is a representative (e.g. Manager, HR or Occupational Health) of an organisation that contracts directly or indirectly (through another EAP) with WPO to provide services to their employees. The attempt to contact the individual reported at potential risk will be made regardless of whether the individual in question is already a participant in the service. In these circumstances the information reported back to the Third Party making the request will depend on whether the organisation they represent has signed a data-sharing agreement with WPO.

If the request to reach out and make contact with an individual is being made by a Third Party who has a personal, rather than a professional, relationship with the individual (e.g. a family member or friend) the clinician will advise the Third Party on the steps they should take to support the individual and, where necessary, keep the individual safe. They will be encouraged to ask the individual to call into the service directly. If, however, the individual reportedly at risk of harm is already a participant in the service, the Partner will, without breaking confidentiality, attempt to contact them and perform a welfare check. The participant will not be informed that the request to contact them has been made by a Third Party. In this way, the confidentiality of both the participant and the Third Party will be maintained.

Partners will only ever reach out to an individual at the request of a Third Party if the latter report concern that the individual in question is at risk of harm to themselves or others.

Clinical Practice

- If the request to call an individual and perform a welfare check is from an appropriate source the clinician will:
 - Collect as much information as they can with regard to the circumstances of the individual who requires a welfare check and, where possible, get the name of the person who originally made the request to reach out.
 - Confirm whether the individual is expecting a call from the EAP, and has given consent, and whether messages can or should be left. Confirm that WPO will attempt to make the contact requested regardless of whether the individual has agreed to receive the call in advance.
 - Inform the Partner's Clinical Management immediately.
 - Reach out to the individual and explain they are calling on behalf of whoever has made the request to contact them.
 - Offer the individual support, complete a clinical assessment and take appropriate action to keep the individual, or others, safe from harm where necessary; this may include calling the Emergency Services.
 - Make three attempts to contact the individual. As a guideline these attempts to make contact should all be made within a couple of hours of the request to reach out originally being made. Be mindful that WPO do not call participants after 22:00 and before 7:00 in their time zone. If the individual fails to pick up on any of these attempts the individual who made the request to reach out will be informed that the Partner has been unable to make contact.

- If the individual does pick up the call but declines to engage in the support offered, the individual who made the request to reach out will be informed and no further action will be taken. The recording of the call to the individual who has declined support must be retained permanently where possible.
- If the individual does engage with the service, the individual who made the request to reach out will be informed that contact was made, and appropriate action taken. Any additional information provided to the requestor will depend on whether they are the representative of an organisation that has signed a data-sharing agreement with WPO.

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/ Maullika Sharma/ Maria Guimaraes	Document Initially Created