



Your guide to our

COVID-19 Services

Experts in Occupational Health

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Covid-19 Business Needs Assessment

A person in a white lab coat is seen from the back, looking at a laptop. The laptop screen shows a video call with a woman with blonde hair, wearing a dark top, sitting at a desk with a blue mug and a vase of red flowers in the background.

In the current climate businesses and HR business partners are looking for ways to assess their risk and the needs of their businesses and employees. We all want to ensure compliance with COVID-19 health directives to deliver health and safety in the workplace. The Collingwood Health COVID-19 business needs assessment is the answer.

Lead by an Occupational Health Physician, you receive a Q&A session to answer your questions related to COVID-19 workplace management. Lead by the latest clinical guidance, you will receive timely feedback on the spot, with a report immediately forthcoming containing directives and recommendations you can use to plan and keep your business functioning.

The [COVID-19 Business Needs Assessment](#) will include services such as:

- Risk Assessment
- Workforce planning, including supporting 'at-risk' groups, according to organisational needs
- Case discussion about individuals of concern
- Return to work planning and considerations
- What you need to do to ensure compliance
- Strategies
- Infection control advice
- Screening advice

Your Q&A session will be delivered via telephone consultation or virtually through MS Teams, WhatsApp, Zoom, or Face time, making it quick, safe and easy for you to get the clinically led answers you need for business continuity.

Covid-19 Employee Screening



The Coronavirus COVID-19 pandemic is currently disrupting business and leaders and HR business partners are concerned about how best to look after their staff and ensure continuation of work.

As part of your contingency plan, you are most likely considering employee screening to safely and effectively comply with current advice, continue to employ people, and run your business.

We can help.

COVID-19 Employee Screening Plan

The screening is done by telephone by an Occupational Health clinician with a report back to you in real time allowing you to take quick and effective action.

Screening of Employees:

- Vulnerable/at risk employees - those with underlying health conditions or over 70s
- Symptomatic employees
- Non-vulnerable employees
- Employees with family members in isolation

We are offering this on an ad hoc, half and full day basis to get you answers as quickly as possible.



Remote Home Worker Assessment

If your staff is currently working from home due to the Coronavirus, you and they are likely worried about the current situation, especially if they have an underlying condition.

We are able to help both yourself and your employee with an assessment of the employee's home working situation.

Remote Home Worker Assessments

Included in our assessment:

- Micro Workplace Assessment
- Stress Risk Assessment
- Health Assessment

This assessment can take place from the comfort of the employee's home using Zoom; Skype; Facetime or WhatsApp.

Our expert advice will help you manage this new workplace health risk and help put your mind at ease.

Telephone Counselling



During these times employees may be having poor mental health due to a myriad of changes hitting them all at once: the stress of lifestyle change, worry for loved ones, loss of income, or an inability to socialise. The usual every day reassurances — a hug or gentle touch, a private conversation with a friend over a cup of coffee, being close to another person — currently put our health and the health of those we love at risk.

We can help through [Telephone Counselling](#).

Employees may need counselling to assist them through these times, or may want to continue counselling they were having face to face.

Confidential and discreet, our telephone counselling services are provided by counsellors working within the British Association for Counselling and Psychotherapy's (BACP) ethical framework for good practice in counselling and psychotherapy.

If you would like to refer your employee for telephone counselling, please contact us right away. Our helpful team will arrange this with your employee directly ensuring they provide sessions that fit into the employee's schedule. We will continually keep you informed with regular updates on progress.

Employee Assistance Programme



What is an EAP?

An EAP reduces stress, boosts wellbeing, and encourages a happier, healthier workforce.

Pressure can be caused by both positive and negative experiences and is a normal, natural reaction to certain situations. Feeling some pressure can help people focus and stay motivated, but when pressure becomes too much and develops into stress we can risk burning out. People spend a lot of time at work and it's vital that they have a support system in place. Knowing that problems can be shared and tackled helps employees - and employers - live healthier, happier lives.

Our EAP is provided through Health Assured, providing a complete support network. Your people can access compassionate advice at any time of the day or night. Whatever their problems -- mental or physical illness, financial struggles, legal issues -- they can count on us.

Employee Assistance Programme



When your employees feel they have proactive caring support on their side, you'll find their wellbeing is enhanced, their absence levels are lower and productivity increases.

Counsellors

The team of telephone and online counsellors are based in a UK call centre, which is staffed 24/7, 365. Each counsellor works within the British Association for Counselling and Psychotherapy's (BACP) ethical framework for good practice in counselling and psychotherapy, and undergoes regular training.

Legal Advisors

The legal services team is made up of legal professionals. They receive constant training and professional development, ensuring consistent quality and conduct. They can provide information on a wide range of topics - from divorce procedures to tenancy and housing disputes, probate, partnership issues and more.



Employee Assistance Programme

Services at a glance

Services at a glance

We're not just a helpline. Our EAP products include additional benefits, which deliver great support for your staff, and great value for you.

We can also extend our support to overseas employees through an international partnership arrangement in 160 countries worldwide.

Essential EAP Complete EAP

Free 24/7 counselling, legal & information line	x	x
Online health portal & access to the Health e-Hub app	x	x
Medical information line	x	x
Critical incident advice & telephone support	x	x
Management support line & Counselling	x	x
Account management support & usage reporting	x	x
Structured telephone counselling sessions	x	x
Face-to-face counselling Sessions		x
Active Care—Day 1 intervention for stress		x

Employee Assistance Programme

Online Portal



Online portal

Our online portal features a comprehensive library of wellbeing information, which you can access easily via any web browser on your computer, smartphone or tablet. We supply each of your people with login credentials, meaning they can use the help available to them as and when they need it.

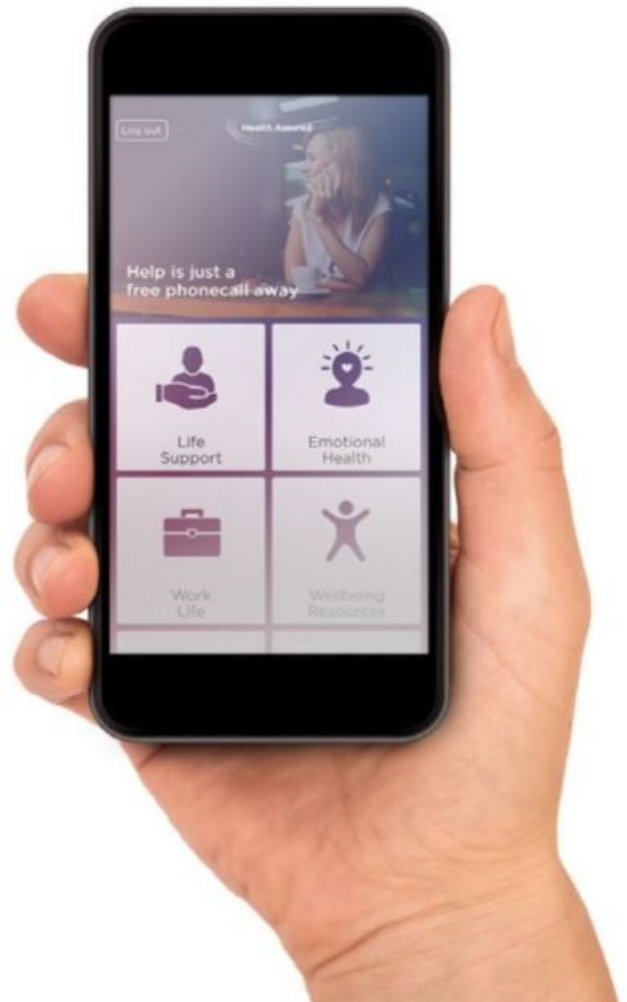
You can access interactive health assessments, lifestyle advice, coaching tools, online cognitive behavioural therapy (CBT) and more:

- Life support - legal and financial support, assessments, and family/relationship resources
- Work life - advice on achieving a good work-life balance, progressing in your career and asserting your rights
- Physical Health - information and articles on keeping yourself fit and active, losing weight and maintaining good exercise habits
- Emotional health - articles on keeping good mental health, lowering stress and recognising symptoms of ill-health

Resources include wellbeing videos, four-week programmes, interactive health checks and links to trusted sources.

Employee Assistance Programme

Health e-Hub app



Health e-Hub app

Through Health Assured's industry-leading Health e-Hub app, we offer immediate support in the palm of your hand available 24/7, 365.

Free to download, it offers:

- **Physical and mental health** support
- **Financial wellbeing** assessments and tips
- Extensive library of **videos, webinars, planners and more**
- Quick access to online **Cognitive Behavioural Therapy (CBT)**
- **Self-improvement methods** such as becoming more assertive, more resilient, and more mindful
- **Lifestyle guidance** for family matters, relationships, neighbour disputes and legal problems



Contact us



To access our Covid-19 Services please email
us directly at

sales@collingwoodhealth.com