

ISOLATION SUPPORT SERVICE



The Isolation Support Service is offered to employees who may be quarantined or required to work from home for an extended period of time. It is most likely to be needed by employees living alone or with limited family or social support. However, the nature of this event is unprecedented and research suggests that people who ordinarily cope well with negative events in life may be overwhelmed and benefit from regular connection and support. This service is phone-based where one of our trained staff proactively calls the individual to discuss their wellbeing and determine if any additional support or practical help is required. Given the nature of isolation and the impact it can have on people's anxiety, confidence and coping abilities, we don't just ring once, we commit to stay in touch with the person for the duration of the isolation period and longer if needed.

HOW DO THEY WORK

- Proactive outbound, phone-based support to isolated individuals on an agreed but regular basis.
- Focus on maintaining connection and feeling supported during period of isolation.
- Strong emphasis on redirecting the employee towards their usual coping abilities and focus them on what they can control, rather than a perception of uncertainty.
- We are constantly assessing the individual's psychological state and coping abilities even checking in on their practical needs associated with daily living.
- They are advised by their employer to expect a call from a Converge Consultant.
- Where needed, follow up EAP support with a mental health or relevant expert can be facilitated.
- It is expected some people will report feeling fine but we will be checking in on them regardless. People most at risk may minimise symptoms as their concern is with those infected and unwell. Our team are trained in picking up these warning signs and facilitating a conversation that identifies underlying risk.
- Confidentiality is assured in the same way it is for EAP.
- No individual reports are provided to the employer or third party.

**MORE
INFORMATION**

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TARGET GROUPS OF EMPLOYEES OR INDIVIDUALS AT RISK:

- Isolated groups or individuals due to pandemic
- May be ill
- Quarantined for any reason
- Older employee with limited mobility
- Single parents or younger adults overwhelmed by responsibilities at home
- Disability that impacts daily life
- Known or suspected mental health issues
- Staff experiencing or history of Family and Domestic Violence
- Staff who have recently lost their jobs or had major change to employment arrangement

WHEN MIGHT ISOLATION SUPPORT BE HELPFUL?

There are several scenarios that might indicate the need for Isolation Support. We know that any removal from 'normal functioning' increases potential risk to individuals or whole teams. Therefore anyone may be triggered. However, we know those with limited family or social support are most at risk.

NEXT STEPS

Speak to your Client Relationship Manager or simply call **1300 YOUR EAP (1300 687 633)** or email **consulting@convergeintl.com.au**



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