

New Occupational Health and Employee Assistance Programme providers

Here is a quick recap and further updates to keep you informed about the implementation of the new Occupational Health and Employee Assistance Programme (EAP) providers.

We recently shared with you the news about Health Management Limited (HML) being appointed as our new Occupational Health Service Provider and Health Assured (HA) being the new provider for our Employee Assistance Programme Services – both effective from **1 May 2019**.

Health Management Limited – Our new Occupational Health provider

- Head teachers will be registered on the Occupational Health Case Management System – 'HealthHub' and you will receive an email from 'Appian for MAXIMUS' with the link and instructions about how to activate your account. You will receive this email on 1 May.
- A webinar will also be available shortly that will guide you on how to make a referral. There will be process guidelines and hints and tips to help you make a good referral. Your HR Advisor can support you too with further guidance.
- Employees who are receiving support through our current providers will continue to do so. Your HR Advisor will be contacting you if they have not already done so, with information for you to send to your team members explaining what the change of provider means to them.
- An Occupational Health Advice Line will be available to managers who can seek pre-referral advice, talk about general occupational health queries or discuss queries about specific referred cases. This complements the support available from your HR Advisor.

Health Assured - Our new EAP Provider

- A recorded webinar will be available on the extranet soon which will tell you more about the new EAP programme.
- All employees will shortly receive an EAP information leaflet with a 'pop out' card with details about how to contact the new service. If there are any employees in your team who are not actively at work at the moment, for example on maternity leave or long term absence, please send a leaflet to them for reference.
- All counselling will be provided through our new EAP service. Employees can self-refer as well as be referred by the employee's head teacher. For head teachers, a referral form and further guidance will be available on the HR pages of the extranet.
- A Management Consultancy Helpline is available to managers, Monday to Friday, to provide support in managing people issues, e.g. guidance on supporting employees with mental health, workplace conflict and difficult conversations as well as for support around your own wellbeing.

The HR pages of the extranet are being updated and all guidance and information relating to the new providers will be available to access when the services go live on 1 May.

In the meantime, if you have any immediate questions, please speak with your HR Advisor.