

COVID 19 Support Services Update 31/03/2020

It goes without saying that this is a challenging and anxious time for all of us. For this reason, I am writing to offer you reassurance that PAM Group has robust plans to ensure continuity of service.

Furthermore, as a market leader in our industry we are unique, in that we directly employ more than 400 experts with the required skills and experience to help you through this difficult time. Our colleagues have responded quickly and developed a suite of new services, which have been designed specifically to support the wellbeing of your employees and to help your business weather the storm.

If you would like to book, or find out more about any of our services, please do not hesitate to contact me directly using my details below or speak to your account manager.

Stay home, be safe and keep well.

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Online Information & Updates

COVID-19 Information Portal - a free service which is updated regularly and can be found at: <https://www.pamgroup.co.uk/covid-nineteen>.

Video on Coping with Stress and Anxiety During COVID-19 Crisis - also free to use and can be found at: <https://ohiosystems.co.uk>.

COVID-19 EAP Support Page - for clients who use our EAP service, we provide a dedicated page containing a range of resources to help and support your colleagues.

Chief Medical Officer Support

All organisations are having to make important decisions and changes to their businesses on a daily basis. In circumstances like this, it is helpful to have the support and input of a medical professional.

PAM can help by assigning a chief medical officer (Doctor) to join your COVID-19 response planning meetings by tele-conference, offering support with the following:

- **Advising on company risk management and prevention measures**
- **Advising on the impact of Government action and legislation**
- **Advising on employee occupational health implications**
- **Advising on sickness absence policy**

COVID-19 Helpline

We have for many years provided a 24-hour Medical Advice Line. We have adapted this service to provide access to guidance based on up to date Public Health England information. Managers who require fitness for work advice about a member of staff are signposted to submit a referral into Occupational Health.

COVID-19 Risk Assessment

PAM has developed a 30-minute telephone assessment specifically to advise managers in relation to vulnerable employee groups. We provide support with risk assessment and interpretation of Government guidelines in relation to underlying health conditions.

First Day Absence

PAM DayOne is a 24-hour service manned by nurses who answer absence calls from employees wishing to report their sickness. If someone calls in with COVID-19 symptoms and requires self-isolation, we log their absence, provide welfare advice on symptom management, signpost them accordingly and send updates to their line manager.

DayOne is accessed by OHIO, which is the same online platform that you already use for your Occupational Health service. Therefore, switching the service on for your organisation would be a very quick and easy exercise.

Emotional Support Programme

Our EAP PAM Assist can be made available to help your colleagues and families deal with the emotional effects of COVID-19. The services available include:

- **24-hour Helpline** - allowing people to pick up the phone and find support, whenever they need it.
- **Financial Information** - many people will be worrying about the financial implications of the COVID-19 crisis and how it affects them. We provide access to a team of experts who are there to help.
- **Structured Counselling** - our directly employed therapists are trained to provide counselling by telephone. Therefore, social distancing can still be observed.
- **Trauma Support** - we can provide rapid support for people involved in traumatic incidents using telephone and web-based solutions.
- **Secure Video Conferencing** - providing face to face counselling using our market leading SVC solution as an alternative to telephone counselling.
- **Website & Mobile App** - providing a wealth of information on a range of topics such as managing finances, legal support, stress & anxiety and health & wellbeing. The portal also allows people to interact with counsellors via live web-chat and there is a new dedicated COVID-19 section with FAQ's, self-help videos and support.

Wellness Services

Everyone has been affected by sudden changes to their working and personal lives. PAM has developed a range of new workshops, delivered by webinar, to help people deal with the emotional and psychological challenges that they are likely to face; such as isolation, loneliness, anxiety, fear, boredom and depression. These include:

- **Working from Home and Being Active**
- **Maintaining Positive Mindset During Difficult Times**
- **Working Well Remotely**
- **Resilience and Isolation**
- **1-2-1 Wellness Telephone Coaching**

We also have an established suite of additional workshops comprising 35 further topics.

Mental Health Awareness

A 1-hour bite size webinar to support managers dealing with the increased demands of staying at home and managing the unknown. The aim is to assist them in recognising mental health distress in their staff and how to support them.

Well-checks

A confidential service to 'check in' on a person's mental wellbeing; helping to address their issues and concerns. The service takes the form of a structured telephone call with a registered therapist who provides help, support and guidance for employees during this time of crisis. We aim to be that listening ear, offering assistance and onward support if needed.

Mini Mental Health & Fatigue Assessment

For essential workers who are working longer hours in more high pressured environments. We provide a 30-minute assessment using validated tools to understand whether there are any mental health or fatigue impacts on individuals.

Advice is provided to both the employee and the employer, enabling duty of care to be achieved during these unusual circumstances.

NHS Employers

Fast-track Health Clearance for Returning NHS Workers & Volunteers

Working in conjunction with our client, the London Ambulance Service, PAM has developed a streamlined process to assess 'fitness for work' of returning NHS workers and volunteers. The process combines an initial online healthcare worker clearance questionnaire and immunisation history upload with a telephone-based appointment for deferred cases.

PAM has a dedicated nurse team who already provide healthcare worker clearance services for existing NHS clients. Our team has capacity to support NHS Trusts and can be very quickly scaled up to deal with any increases in demand.