

PAM PREP Program

(Plan React Evaluate Protect)

How ready are you for the human aspect of managing?

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PAM is here to provide support with our PREP program – let us assist in building your risk assessment for your organisational needs, your working environments and your employees.

To support reintroducing your employees back to work and to cope with the ongoing impact of COVID-19; PAM have developed a structured support strategy aimed at optimising the health of your workforce and improving attendance and presenteeism; therefore, assisting your business aims whilst navigating through this situation. A poorly implemented post-COVID-19 plan, has the potential to increase the risk of transmission; cause psychological harm and increase the risk of musculoskeletal discomfort; with the potential impact on attendance and presenteeism.

The impact on individuals can be:

Musculoskeletal [\(Click Here to Download Document\)](#)

- Muscle deconditioning • Global muscle weakness
- Neuropathy • Reduced range of movement in upper limb
- Upper limb oedema • Pain and discomfort
- Changes to vision, and sight loss

Medical/Physical [\(Click Here to Download Document\)](#)

- COVID-19 illness • Underlying health conditions exacerbated • Underlying health conditions increasing risk in all cases and potentially more so in BAME population
- Impact of severe illness and hospitalisation in some cases leading to fatigue • Neurological symptoms • Cardiopulmonary and changes to vision in some case.

Psychological [\(Click Here to Download Document\)](#)

- Loss of confidence in abilities • Situational anxiety due to family, finances, health, returning to work • Bereavement
- Exacerbation of an existing mental health conditions • Post-traumatic stress disorder resulting from COVID-19 hospital experience.

The Office for National Statistics reports show that anxiety levels were 5.18 out of 10 and remained elevated between 27 March to 6 April and 3 to 12 April. For reference, the average anxiety level was 2.97 out of 10 between October and December 2019. Between 20 and 30 March, 20.7% of people reported having low happiness levels (rating between 0 and 4 out of 10). For reference, it was 8.4% for October to December 2019. Returning to the workplace is likely to increase this effect and therefore employers should be prepared.

PREP is a risk assessment-based approach to assist you in developing the most effective tools to enable your business to reduce the risks to your employees as effectively as possible whilst maximising your organisational performance.

P Plan

Let PAM be part of your planning task force and support you with:

- Risk assessing and identifying changes needed in the working environment, premises, processes and ergonomics to protect against COVID-19 spread
- Risk assessing personnel returning back to the workplace who have been absent for various reasons
- Preparing for employees who do not wish to return
- Preparing for employees who remain working at home
- Risk assessing vulnerable employees for COVID-19 and those who are shielded as well as BAME population
- Risk assessing employees who have been working long hours in arduous conditions
- Preparing for the impact on people returning to the workplace from a musculoskeletal, medical and psychological perspective
- Preparing people for reconditioning back into the workplace

R React

React to changes in government guidance and latest evidence to ensure your risk assessments for environment, processes and people are always up to date.

E Evaluate

Evaluate the ongoing impact of COVID-19 on your employees' health and wellbeing from a psychological, physical and medical basis; ensuring that the support in place is adequate, taking into account:

- Risk of illness
- Improvement of health to ameliorate severe illness
- Re-introduction and assimilation back into the business
- Fatigue and burnout from overwork for those who have remained in the business
- Childcare issues
- Safeguarding
- Home working issues including lone working and musculoskeletal impact
- Anxiety in relation to family and own health
- Possible bereavement
- Anxiety of attending work including access, work environment and egress
- Change in working practice for those redeployed
- Becoming ill with COVID-19
- Self-isolation due to exposure

P Protect

Protect people, teams and the organisation against factors such as:

People

- COVID-19
- Mental health effects of change, isolation, redeployment, acclimatisation and impact of any underlying conditions
- Musculoskeletal effects of deconditioning, muscle fatigue and ergonomics
- Medical aspects of illness with COVID-19
- Medical aspects of those who have an underlying health condition which is not being managed optimally
- Lifestyle aspects which would increase the risk for individuals such as obesity

Teams

- Reduced numbers
- New ways of working
- Unfamiliar processes
- Different shift patterns
- Dispersed teams
- Concern over team members

Organisation

- New or changes to organisation goals
- Safety risks due to different processes
- Production/performance (impact on targets and goals)
- Attendance management

We offer a suite of services designed to prepare your **people**, your **teams** and your **organisation** for the next phase of the pandemic and beyond.

Service	People	Teams	Organisation
1. Organisational risk assessment needs review COVID-19	X	X	X
2. Advisory service for Managers & HR		X	X
3. Interim-RTW individual risk assessment	X		
4. RTW individual risk assessment	X		
5. COVID-19 risk assessment	X		
6. COVID-19 management referral	X		
7. General health and lifestyle check	X		
8. Health and wellness coaching session	X		
9. Health and wellness workshop		X	
10. Mini mental health and fatigue assessment	X		
11. Mental health wellchecks	X		
12. Support consultation	X		
13. Results service	X		X
14. Line manager workshop		X	X
15. Wellness recovery and preparation after lockdown workshop	X	X	X

Please see below for further information about each of the services detailed above.

Below we have provided a brief summary of each service. If you wish to find out more about any of these services please request a Client Briefing document from your Account Manager, in order to obtain a more detailed overview with the aim; outcome; referral method; application and cost.

1. Organisational risk assessment needs review COVID-19

To support a work place risk assessment under COSHH for COVID-19. Undertaken by an Occupational Health Physician. This includes:

- Provision of an outcome report which details suggestions bespoke to your organisation and your people in a risk assessment format.
- The option of a review at week two and week four to evaluate and monitor the outcomes and then a further review at week eight to support with updates and changes in relation to the current situation.

2. Advisory service for managers & HR

Do you have a question or wish to run a scenario via a senior Occupational Health clinician; would you like to include an Occupational Health Physician (OHP) or Nurse/Advisor (OHA) in your strategy meetings or do you just need access to advice as and when you need it? If so, this service will help. We can offer:

- 15-minute advice sessions with a Senior OH Physician or Nurse/Advisor.
- Scheduled attendance at your COVID-19 strategy meetings by tele or video conference.

3. Interim-RTW individual risk assessment

A 30-minute telephone risk assessment to assess an employee's readiness to return to the workplace - for those who have been furloughed, shielded, or instructed to work from home.

We use validated assessment tools to determine whether an employee is 'work fit', from a musculoskeletal, medical, physical and/or psychological perspective and provide advice to management on steps to enable an individual to return to the workplace.

We also provide employees with tools and signposting to appropriate resources to help them commence the reconditioning journey.

4. Individual RTW risk assessment including workplace adjustments.

A 60-minute telephone management referral for employees who have a return to the workplace date. We assess their capability and need for any adjustments in relation to COVID-19 risk as well as the psychological, musculoskeletal and health impact of prolonged absence from the workplace. We provide signposting, advice and support to the employee and advice on adjustments and any recommended further interventions to the employer.

5. COVID-19 risk assessment

Already a widely used service in the PAM tool kit, at the beginning of the pandemic we developed this 30-minute telephone assessment specifically to advise managers in relation to vulnerable employee groups. The service provide support with risk assessment and interpretation of Government guidelines in relation to underlying health conditions.

6. COVID-19 management referral

This is a standard management referral which PAM offers to assess the impact on work of other health concerns, which have been complicated by the COVID-19 situation. We also assess fitness for work.

7. General health and lifestyle check

A service which is planned for when the lockdown lifts, to identify underlying health conditions in individuals, which may impact the risk of significant illness from COVID-19 such as vitamin D, BMI, cholesterol, BP, blood glucose for cardiac and diabetes risk and includes lifestyle advice.

8. Health and wellness coaching session

A 30-minute telephone appointment in the form of a motivational interview to support employees with specific lifestyle changes in relation to managing their underlying health condition more effectively e.g. COPD, diabetes, obesity. Suitable for anyone in a higher risk group wishing to reduce their risk; such as men, obese individuals and members of the BAME population. Follow up sessions are advised to help cement behaviour change. The service can be accessed by self-referral or by management referral using a dedicated booking line.

9. Health and wellness workshop

A 30-minute live webinar training session focused on providing generalised lifestyle and health advice to minimise cardiometabolic disease, which could negatively impact the effects of COVID-19. We recommend a maximum 16 participants per workshop.

10. Mini mental health and fatigue assessment for those remaining in work

For employees who remain in work, 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. Onward referrals are recommended where significant issues are identified.

11. Mental health wellchecks

Mental Health Wellcheck appointments are facilitated by registered psychotherapists who aim to check how work issues may be impacting on an employee but also how home issues may be impacting on work. The aim of the session is to equip the employee with strategies to manage their emotional wellbeing.

12. Support consultation

Employees can request a consultation with OH if they have concerns about their health at work. We provide advice and support to employees and a basic report to management stating that they attended. A self-referral service for PhIL (physiotherapy support), EAP (mental health support) and health and wellness coaching can also be facilitated.

13. Results service

We can support you and your employees with processing COVID-19 results. This service can be tailored to your organisational needs.

14. Line manager workshop – having a quality conversation

Now more than ever is it important for line managers to feel comfortable speaking with employees about how they feel. Training managers to be able to undertake quality conversations with their employees is an invaluable tool in supporting those people

returning into work as well as for those people who have been working hard during the lockdown. Many psychological factors are in play at this time and being able to address these early and help employees feel supported will aid retention in work. We recommend a maximum of 16 participants per workshop.

15. Wellness recovery and preparation after lockdown workshop

A 90-minute live webinar workshop for employees and managers. Most of us are experiencing the biggest crisis of our lifetime, and how we get ourselves and our colleagues back to work safely as lockdown measures ease will be at the forefront of everyone's mind. This session focuses on mental health and what we need to put in place and consider when returning back to work. We recommended a maximum of 16 participants per workshop. The session covers:

- *Preparing a wellness action plan and toolbox*
- *Addressing fears and confronting apprehension and anxiety*
- *Looking at change and readjustment*
- *Addressing the working environment and coming back together as a team*
- *Exploring what support, training and initiatives are required at this time*
- *Understanding what extra services are available to signpost to*