



Planned Workplace Support

What is Planned Workplace Support?

Planned Workplace Support is part of TELUS Health's Incident Management pillar and is support provided in a planned and proactive manner in relation to workplace events that are not considered critical, but may result in employees experiencing a level of psychological distress. This service is utilised in anticipation of events that may result in a trigger of an adverse psychological response. Planned Workplace Support responds to a request for support that is preventative in nature and focused on ensuring the ongoing wellbeing of employees. The support can be provided onsite, virtually or via telephone, and is **available 24/7/365**.

It can be booked for a period of support of up to one (1) month at a time and can include individual or multiple days of support.

A few facts about Planned Workplace Support

The service is provided by experienced Incident Management clinicians who are skilled at providing support to potential adverse psychological responses that an employee may experience, which are consistent with those often observed following a critical/grief/change incident (e.g. acute emotional distress, cognitive disruptions, sense of overwhelmingness, issues of risk).

When would Planned Workplace Support be useful?

- Exposure to difficult workplace situations;
- Potentially distressing workplace training or education;
- Team support when a colleague returns to work following a significant life event; or
- Cumulative incidents without a specific, triggering incident.

Benefits of Planned Workplace Support

Planned Workplace Support is an opportunity for organisations to provide care for their employees' wellbeing.

Proactive support demonstrates an organisation's investment in wellbeing, in fostering a psychologically safe workplace, while also maintaining financial, legal and moral imperatives. It fosters a culture of addressing workplace mental health and ensures ongoing support for individuals following a training session or in circumstances that some individuals may find challenging.

Support can be delivered in both an individual or group setting.

Benefits to Organisation and Employees

Planned Workplace Support can assist with:

- Providing recommendations around ongoing support following an event;
- Maintaining or improving employee psychological wellbeing following an event;
- Providing employees with psychoeducation and resilience building strategies; and
- Identifying and supporting employees who may have experienced distressing symptoms and normalise responses.

Reporting

Reports will be provided in line with all contractual **Service Level Agreements (SLAs)**.

NEXT STEPS

If you are a manager and need to access TELUS Health's Planned Workplace Support service, please call us on 1300 360 364 and press Option 2 for Incident Management support. A member of our team will ask some question relating to your request and arrange a suitable time to provide support. In most cases, support will be provided face-to-face, however, we can arrange support via telephone or video, if required.