



# ISOLATION SUPPORT



*Isolation support 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 do not fit into the risk category may also be triggered and benefit from regular connectedness. This service is phone-based where one of our skilled consultants 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 a weekly basis.
- Calls can be more frequent if required.
- Focus on maintaining connection and feeling supported during period of isolation.
- Strong emphasis on redirecting the employee towards a perception of what they can control, rather than a perception of uncertainty.
- The Consultant is 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.
- Calls are made by a qualified consultant but escalated to a mental health expert if psychosocial risk is identified.
- Follow up EAP support may also be provided.

- 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 consultants are trained in picking up these warning signs and facilitating a conversation that identifies real symptoms and risk.
- Confidentiality is assured in the same way it is for EAP.
- No individual reports are provided to the employer or third party.

## WHEN MIGHT ISOLATION SUPPORT BE HELPFUL?

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

**MORE  
INFORMATION**

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## SOME OF THE ADDITIONAL FACTORS THAT WOULD BE RELEVANT INCLUDE:

- Isolated 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

## NEXT STEPS

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

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