



Accessibility Strategy

Purpose

Health Assured aims to provide access to high quality, reliable and easy to access counselling support (EAP/workplace wellbeing), in accordance with its responsibilities under the Equality Act 2010.

As the UK's largest independent EAP provider, we support individuals nationwide and have a range of different modalities we can deploy to ensure that we can help those who are most in need. These include online video, in-person and structured telephone counselling.

It is important to note, that home visits are not within the scope of Health Assured's BACP accredited services.

We are mindful of the factors that may present obstacles to individuals accessing timely and appropriate mental health support, such as language, race, religious belief, sexual orientation, physical disability, substance abuse or dependency. This strategy underpins and reinforces Health Assured's commitment to the accessibility of Its services, aims to provide transparency regarding service updates and Identified limitations, and state the clear steps that Health Assured will take in the event It Identifies a requirement to Invoke change.

Policy

- All client-facing personnel are required to be mindful of the possible requirements and needs of service users, and are encouraged to consider, address and raise any Identified limitations that a service user may face.
- Where any such needs or requirements are Identified, they should be discussed with the service user to determine what Is required.
- If Health Assured determines that they are unable to satisfy the Individual's requirements, the case will be discussed during the quarterly Clinical Governance meetings, to determine appropriate alternative services or measures that could be Implemented to enable the Individual to access support via Health Assured.
- Additionally, during quarterly Clinical Governance meetings accessibility themes, or specific cases where novel considerations have been made or implemented will be discussed and updated accordingly.

- Information will be collated for the purpose of transparency reporting and discussion of service developments which may be made to address actual or anticipated accessibility issues.

Limitations

Due to Health Assured's size and scope of services, we are able to make our services widely available to users, however we are aware that there are limitations on the needs that we can meet.

Health Assured services are primarily accessed via telephone or live chat, which facilitates access for the majority of individuals, including those with visual or hearing impairment.

Health Assured will also endeavour to make further adjustments where possible for clients whose impairments are not accommodated by these methods of access alone. For example, through the use of sign language interpreters if appropriate.

Due to the scope of Health Assured services, and the short-term solution-based modality, we are unable to offer counselling via our EAP service to the below Individuals:

- Clients for whom our services would be deemed clinically inappropriate. This can include individuals with complex mental health conditions or needs.
- Clients under the age of 16.

Further to this, for the provision of face to face counselling sessions can be restricted by the number of appropriate affiliate counsellors available within a geographical location. Our strategy has been, and will remain, consistent recruitment to meet possible demands of service users across the UK.