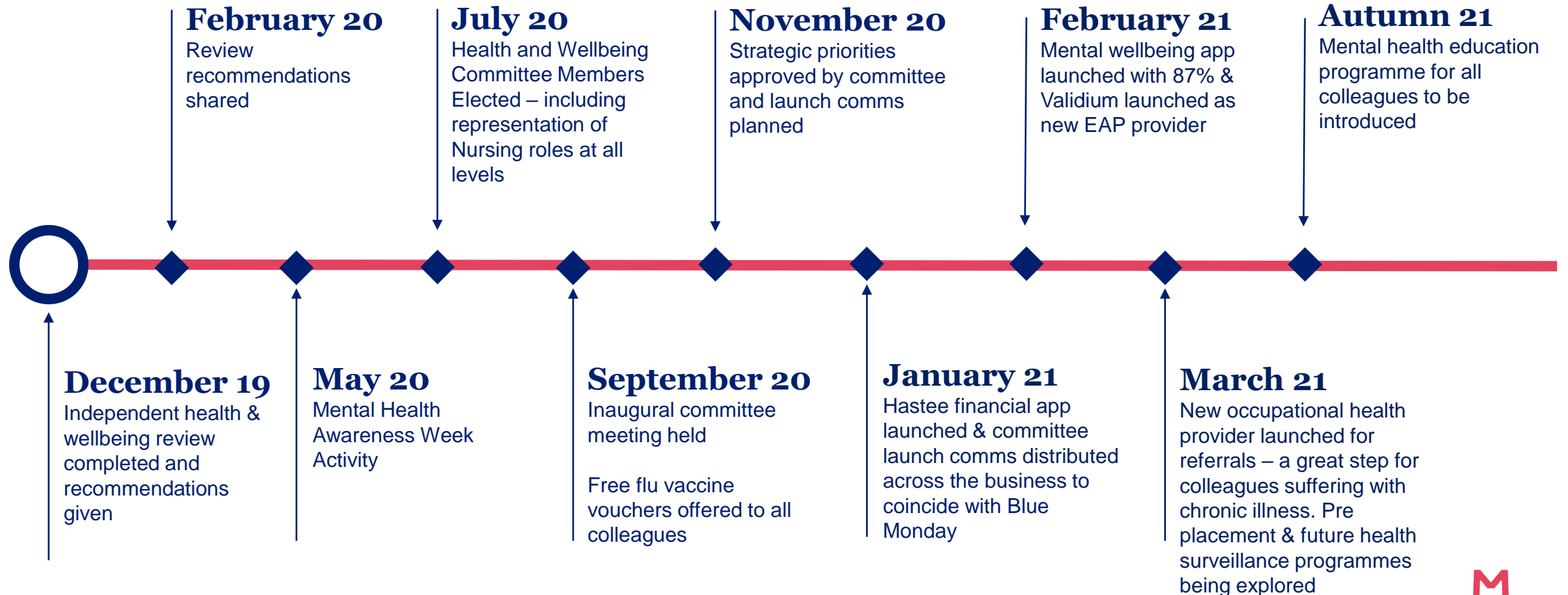




Health & Wellbeing Journey

# We have a full strategy to support the Wellbeing of our people

## Plan and Progress so far!



# Steps taken to support Colleagues with Chronic Illnesses

## Absence Policy

- In Winter 2020 we amended our short term sickness policy and ran training sessions with our Area Managers and Head Veterinary Nurses to ensure they were comfortable with the policy and understood the importance of completing Return to Work meetings and absence review meetings
- Whilst there will always be some cases of non – genuine absence in a business, there are many cases of genuine absence and by having a robust policy , you can ensure that people who are genuinely ill have access to the right support when they need it
- We have tried to ensure people understand that a Return to Work interview is critical to check on the wellbeing of colleagues and ensure they genuinely are ok to be working. Also to identify and agree with them if they need any specialist support. They should be seen as a supportive tool rather than a bad thing!

## Occupational Health

- In March 2021 we changed our Occupational Health Provider to ensure that we have access to a great service for colleagues who need a referral and in the case of chronic illness, having a great OH provider is critical
- Our provider works with us and the colleague to ensure any relevant and reasonable adjustments can be made to support the colleague and the business where needed

# Steps taken to support Colleagues with Chronic Illnesses



- **Medivet Wellbeing App**

- In February 2021 we launched our Medivet wellbeing app. The app allows you to measure your mental fitness based on an assessment created by the clinical psychologist team at 87% and remeasure yourself each month (see image)
- The app also has programmes you can opt into which will dig deeper into your assessment and refine your scores and highlight the resources they then advise you to use on the app
- One section on the app is entitled “**Chronic Pain and Illness**” and contains several articles for colleagues to read or listen to specifically about methods to cope with chronic pain . This is amongst many other sections which colleagues can use to aid their overall health & wellbeing

- **Employee Assistance Programme**

- Medivet has an employee assistance programme in place with a 24 hour helpline which is available for all colleagues and their immediate family members should they need it. This helpline can be called for any kind of problem a colleague has, including if they are struggling to deal with a chronic illness
- The EAP offers an independent, free, confidential service for Medivet colleagues and immediate family members at same address
- Self-referral – no need to get approval to call, just pick up the phone
- Available 24 / 7 / 365
- Solution-focused, structured counselling – short term
- Practical Information, support and signposting
  - Legal, money & debt, wellbeing
- Manager referral process – if a manager is particularly worried about a colleague, they can do a management referral and
- Validium will make contact with the colleague