

## Helpline (Call)

Requestor perspective for 3rd party:

- Once a request is received, the requester will be asked for more detailed information (Initial assessment) about a 3rd party (person in distress) situation.

*Low & medium risk*

- Ranger will ask if 3rd party is aware of the request and if consent has been given for a wellbeing check-in call coming from Helpline.

*High Risk (non-critical)*

- Consent is waived due to safety concerns. Helpline will contact 3rd party immediately.

*High Risk (Critical)*

- If the situation is assessed to be critical then, ranger would advise/guide the caller to contact emergency services.
- CIU to do a check in with caller after 3 hours

### **Ranger will ask the following details (3rd party)**

- Name:
- Company (Location):
- Phone number:
- Preferred time & day:
- Relationship:
- Description of issue:

## Email

Requestor/ 3rd party will have to send an email to our CIU email (ciu@intellect.co) and CC the CSM in charge with the following information

**If risk of harm to self or others is identified – CIU will escalate to helpline to make contact**

1. Name:
2. Company (Location):
3. Phone number:
4. Preferred time & day:
5. Relationship with 3rd party:

6. Description of issue:
7. Consent given: yes/ no

## **During wellbeing check-in call**

Helpline:

To restate the private & confidentiality clause

- "Hi (X), just before we get started, just to inform you that this call is fully confidential. However, if any imminent risk or harm to you or others is identified we may be required to break confidentiality. Do you understand or have any questions regarding this?"
- Proceed with supporting caller with their concerns & distress by providing in-the-moment support
- Assist with session booking (if the benefit is available)
- To escalate if necessary (high risk is identified)