Supporting Hybrid & Home Workers with Long-Term Health Conditions

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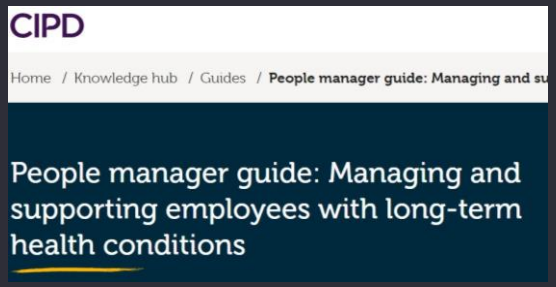
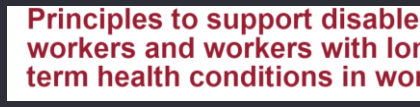
Building a better working world

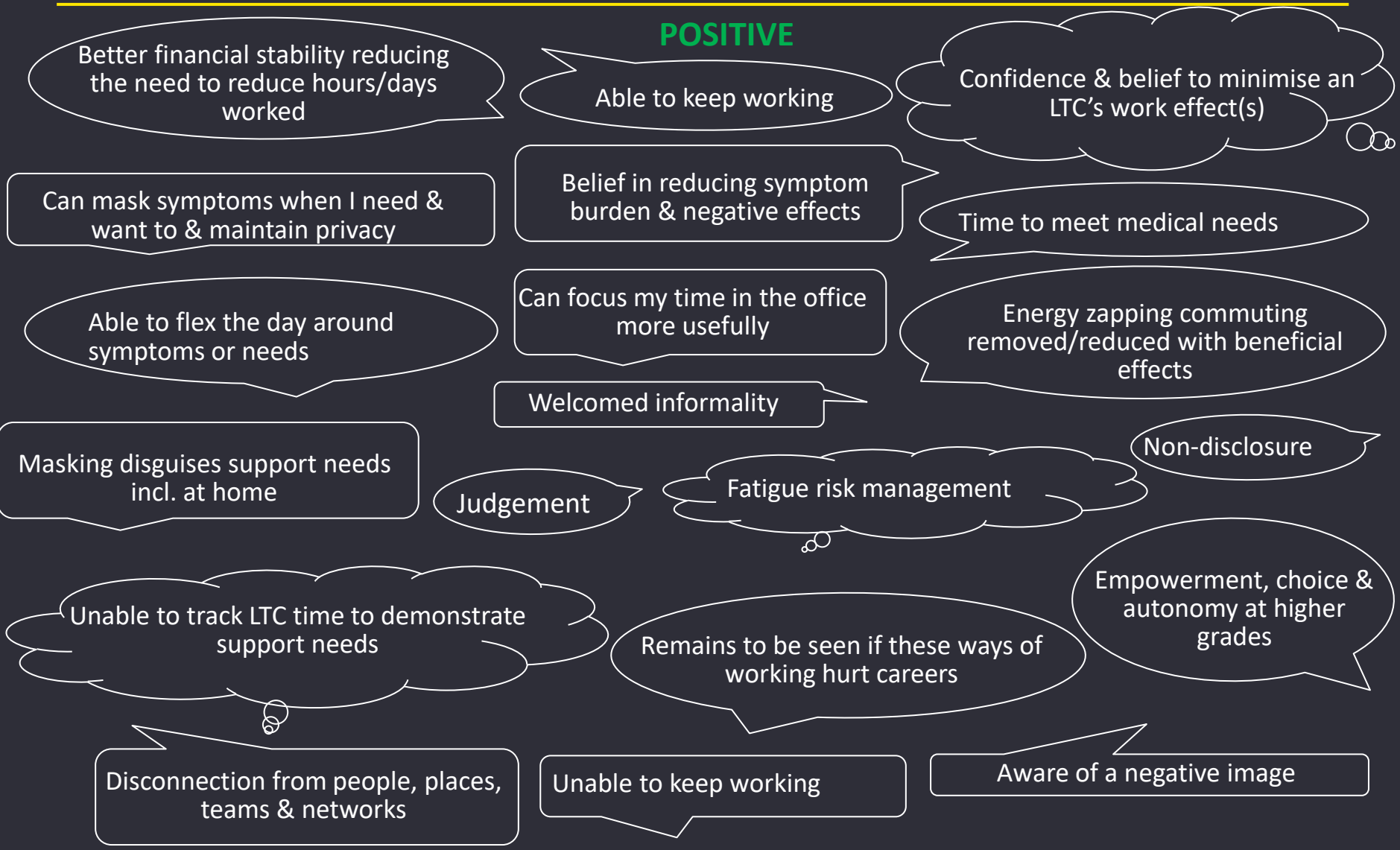
What we know

- Long-term conditions (LTCs) (8.5 (2016) to 10.6 million (ONS 2023))
- Employer support patchy, awareness low and services lack coherence
- Hybrid/home (aka flexible) work accelerated by COVID19
- Changeable ways of working
- Workers need to self-manage LTCs
- Complex interacting factors affect workers with LTCs
- Employer support is needed
- ‘Sick role’





What do EY workers say about flexible LTC support?

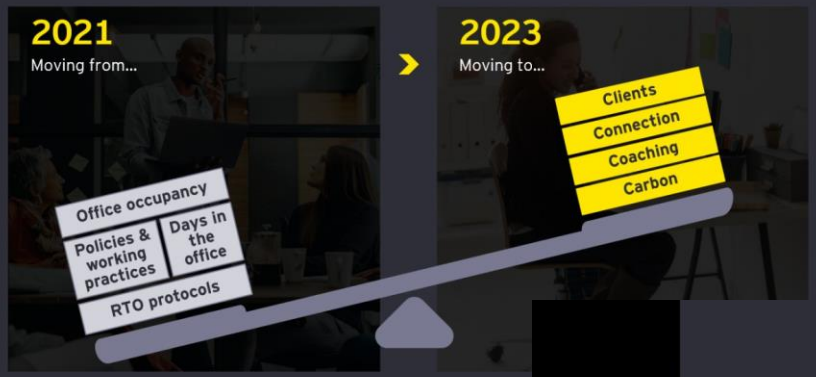


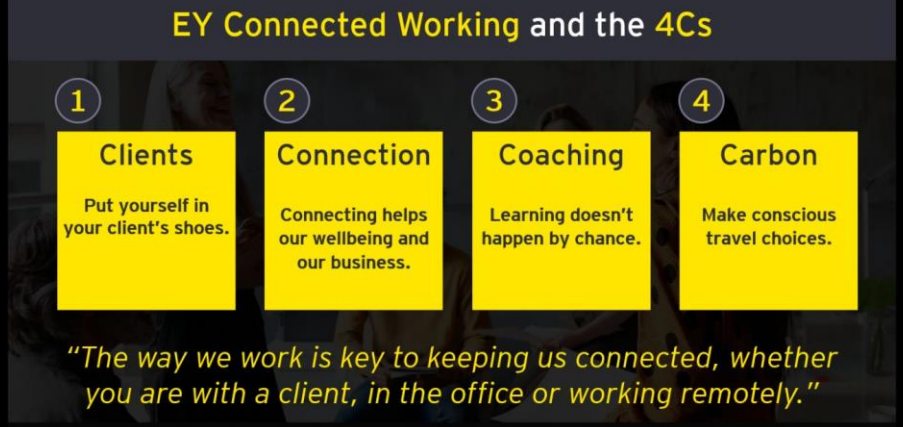
Top 10 considerations

1. A deal breaker
2. A health strategy
3. Expert patients
4. Work of LTC management
5. Work that is good for an LTC
6. ‘Out of sight, out of mind’
7. Manager, peer support & understanding
8. Communication & inclusion
9. Disclosure & wellbeing conversations
10. Adjustments & leeway

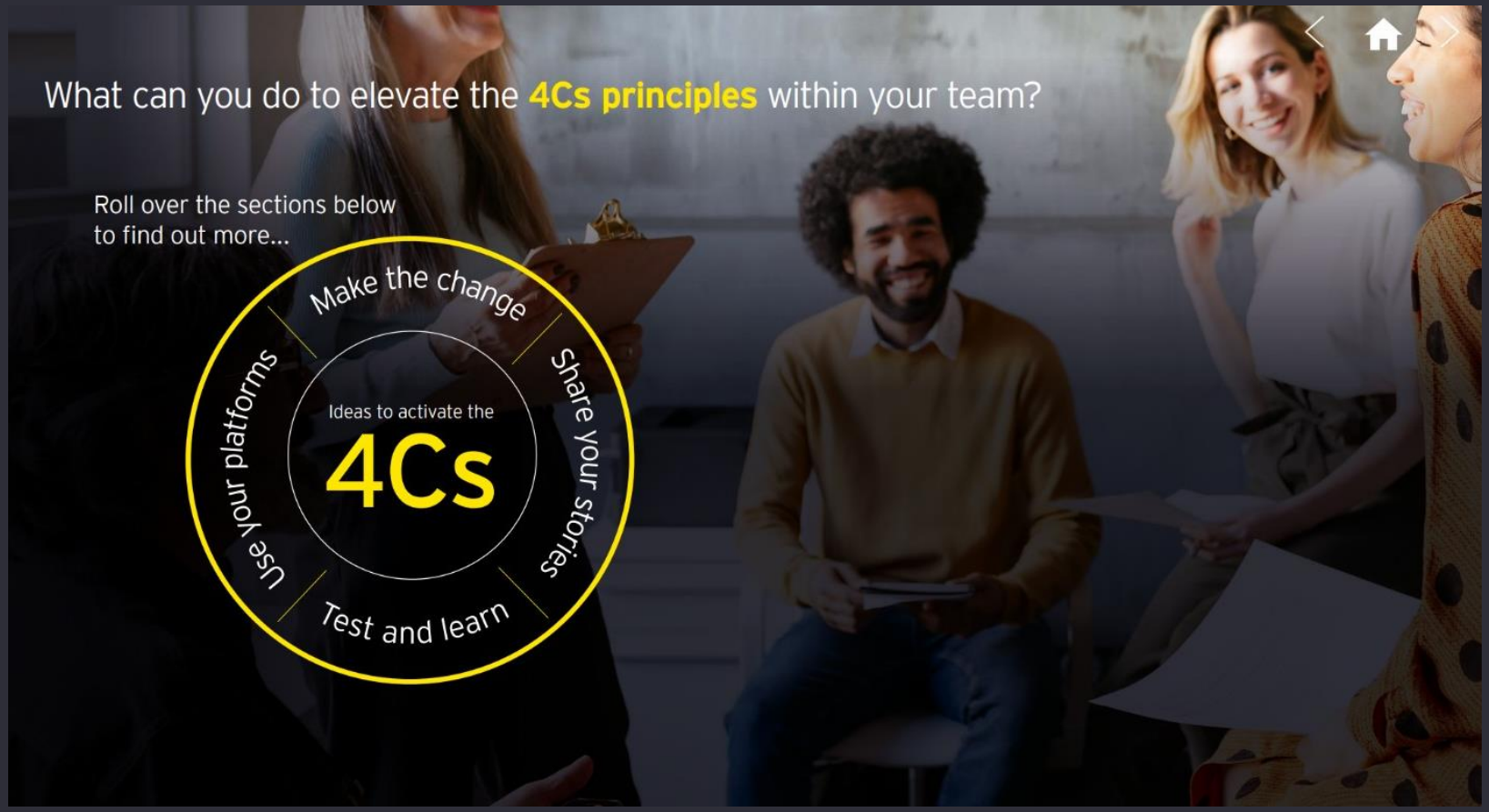
Our approach

Flexible work support at EY

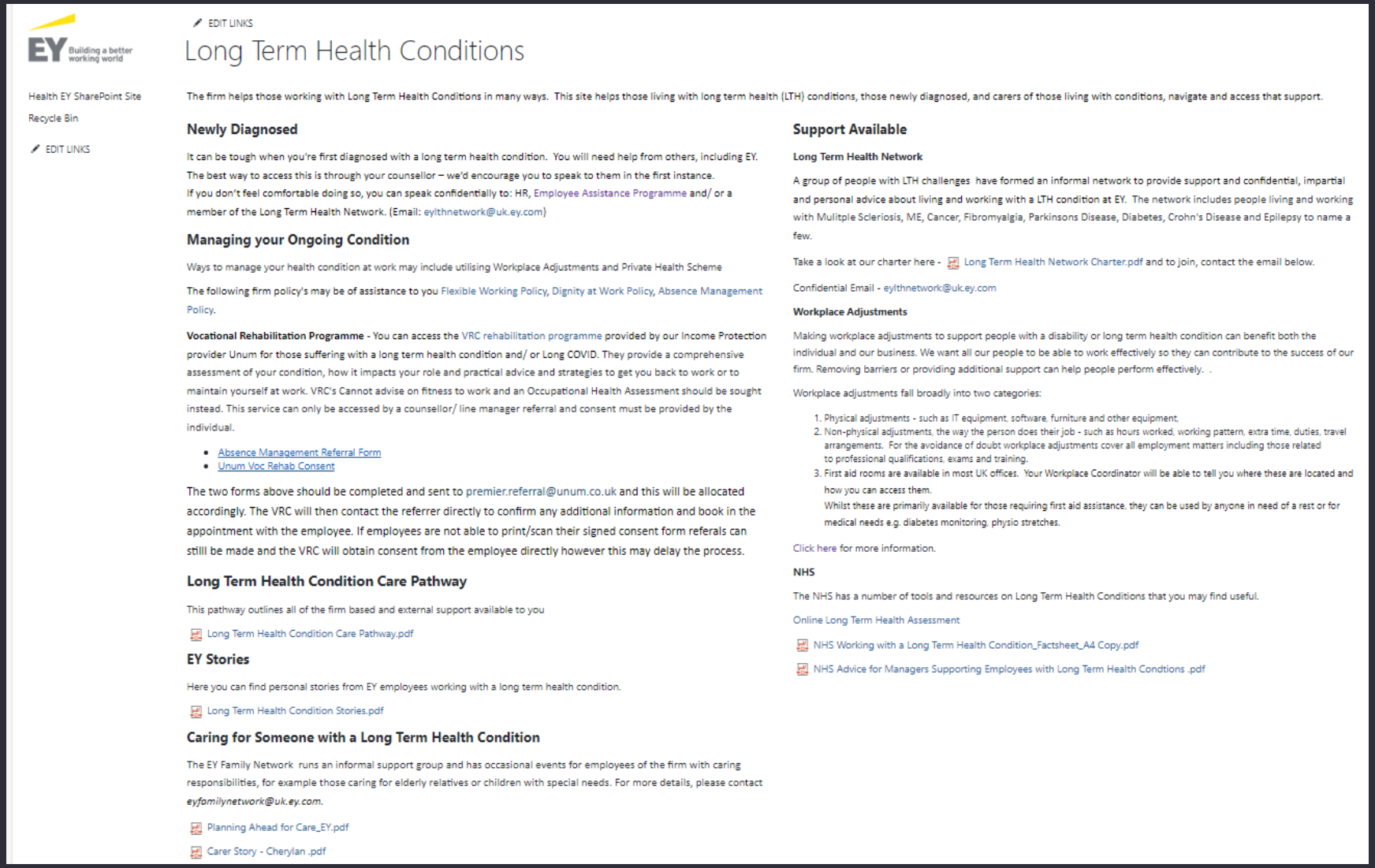




Support ideas



Beyond flexible work LTC support



EY Building a better working world

Health EY SharePoint Site

Recycle Bin

EDIT LINKS

EDIT LINKS

Long Term Health Conditions

The firm helps those working with Long Term Health Conditions in many ways. This site helps those living with long term health (LTH) conditions, those newly diagnosed, and carers of those living with conditions, navigate and access that support.

Newly Diagnosed

It can be tough when you're first diagnosed with a long term health condition. You will need help from others, including EY. The best way to access this is through your counsellor – we'd encourage you to speak to them in the first instance. If you don't feel comfortable doing so, you can speak confidentially to: HR, Employee Assistance Programme and/ or a member of the Long Term Health Network. (Email: eylthnetwork@uk.ey.com)

Managing your Ongoing Condition

Ways to manage your health condition at work may include utilising Workplace Adjustments and Private Health Scheme

The following firm policy's may be of assistance to you Flexible Working Policy, Dignity at Work Policy, Absence Management Policy.

Vocational Rehabilitation Programme - You can access the VRC rehabilitation programme provided by our Income Protection provider Unum for those suffering with a long term health condition and/ or Long COVID. They provide a comprehensive assessment of your condition, how it impacts your role and practical advice and strategies to get you back to work or to maintain yourself at work. VRC's Cannot advise on fitness to work and an Occupational Health Assessment should be sought instead. This service can only be accessed by a counsellor/ line manager referral and consent must be provided by the individual.

- Absence Management Referral Form
- Unum Voc Rehab Consent

The two forms above should be completed and sent to premier.referral@unum.co.uk and this will be allocated accordingly. The VRC will then contact the referrer directly to confirm any additional information and book in the appointment with the employee. If employees are not able to print/scan their signed consent form referals can stilll be made and the VRC will obtain consent from the employee directly however this may delay the process.

Long Term Health Condition Care Pathway

This pathway outlines all of the firm based and external support available to you

Long Term Health Condition Care Pathway.pdf

EY Stories

Here you can find personal stories from EY employees working with a long term health condition.

Long Term Health Condition Stories.pdf

Caring for Someone with a Long Term Health Condition

The EY Family Network runs an informal support group and has occasional events for employees of the firm with caring responsibilities, for example those caring for elderly relatives or children with special needs. For more details, please contact *eyfamilynetwork@uk.ey.com.*

Planning Ahead for Care_EY.pdf

Carer Story - Cherylan .pdf

Support Available

Long Term Health Network

A group of people with LTH challenges have formed an informal network to provide support and confidential, impartial and personal advice about living and working with a LTH condition at EY. The network includes people living and working with Mulitple Scleriosis, ME, Cancer, Fibromyalgia, Parkinsons Disease, Diabetes, Crohn's Disease and Epilepsy to name a few.

Take a look at our charter here - Long Term Health Network Charter.pdf and to join, contact the email below.

Confidential Email - eylthnetwork@uk.ey.com

Workplace Adjustments

Making workplace adjustments to support people with a disability or long term health condition can benefit both the individual and our business. We want all our people to be able to work effectively so they can contribute to the success of our firm. Removing barriers or providing additional support can help people perform effectively. .

Workplace adjustments fall broadly into two categories:

1. Physical adjustments - such as IT equipment, software, furniture and other equipment.
2. Non-physical adjustments, the way the person does their job - such as hours worked, working pattern, extra time, duties, travel arrangements. For the avoidance of doubt workplace adjustments cover all employment matters including those related to professional qualifications, exams and training.
3. First aid rooms are available in most UK offices. Your Workplace Coordinator will be able to tell you where these are located and how you can access them.
   Whilst these are primarily available for those requiring first aid assistance, they can be used by anyone in need of a rest or for medical needs e.g. diabetes monitoring, physio stretches.

Click here for more information.

NHS

The NHS has a number of tools and resources on Long Term Health Conditions that you may find useful.

Online Long Term Health Assessment

NHS Working with a Long Term Health Condition_Factsheet_A4 Copy.pdf

NHS Advice for Managers Supporting Employees with Long Term Health Condtions .pdf

Sally's final thoughts…

1. Flexible work for LTCs works
2. Work is a LTC management venue
3. Opportune time, leverage support, commitment & investment
4. Reassure l'ship, link to business continuity, DE&I, ESG & talent management
5. Identify and plug gaps to support people with LTCs to work