



Mental Health & Wellbeing Support Services

Employee Assistance Programme

You have the benefit of immediate access to a confidential telephone counselling and legal information service that operates 24 hours a day, 7 days a week, 365 days a year.

The service's experienced and professional counsellors can help with a wide range of problems at any time of the day or night.

The counsellor will ensure that you have time to talk through your concerns and feelings, helping you to clarify the practical and emotional issues and providing information when appropriate. No information on any calls will be fed back to the company unless there is a serious risk of harm to yourself or others.

You are also able to access practical and easy to understand information and guidance about issues concerning the law which may be causing you distress. Information is available on all personal matters, such as domestic problems, personal injury claims, motor related disputes, property worries and consumer rights. The service will give you information on employment matters that are in the public arena, such as minimum wage and maternity and paternity leave, but we cannot give you employment information where you are in dispute with your employer.



Face to Face Counselling

You also have the option of up to 6 face to face counselling sessions as an alternative to telephone counselling. This service is short term, taking a solution based approach to ensure you feel fully reassured and energised back to health. Face to face counselling is arranged following either:-

- a referral by your telephone counsellor;
- a referral by your manager; or
- a request by yourself.

You also have access to an online support web portal at www.firstassistonline.com. Simply enter your reference number to find useful information to help you with balancing your home life, work life and emotional life.

To use the web portal log onto www.firstassistonline.com and enter 72846 in the access code and password boxes.

To use the service call now on 0845 120 1421 at any time of the day or night and quote 72846.



Mental Health at Work

Mental Health at Work offers a range of online resources, advice, tool kits and recommendations to help support individuals to achieve better mental health outcomes at work. Frontline offers round-the-clock one-to-one support, along with a collection of resources, tips and ideas chosen to support your mental health. To talk by text, text FRONTLINE to 85258 any time. To talk by phone, call 0300 131 7000 from 7am to 11pm if you're in England, or call 116 123 any time if you're elsewhere in the UK. Visit: www.mentalhealthatwork.org.uk Tel: 03303 800 658



Mind

Mind provides confidential mental health information services. With support and understanding, Mind enables people to make informed choices. The Infoline gives information on types of mental health problems, where to get help, drug treatments, alternative therapies and advocacy. Mind works in partnership with around 140 local Minds providing local mental health services.

Telephone: 0300 123 3393 (9am-6pm Monday to Friday) or text 86463 Email: info@mind.org.uk

Website: www.mind.org.uk/information-support/helplines



Samaritans

Provides confidential, non-judgemental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide. You can phone, email, write a letter or in most cases talk to someone face to face.

Telephone: 116 123 (24 hours a day, free to call)

Email: jo@samaritans.org

Website: <https://www.samaritans.org>

