

Support is Just a Phone Call Away





Confidential

Staff Helpline

0300 XXX XXXX

A 24/7 independent and completely confidential **Staff Helpline** offering support for whatever life throws at you.

Whether it's to do with work, relationships, health & wellbeing, debt, legal problems... from workplace challenges to personal difficulties, support is just a phone call away.

Your call will be answered by a highly experienced advisor who can provide support and guidance on any challenges you may be facing, whether personal or work-related. They are trained to identify the nature of your call and provide immediate appropriate support over the phone without the need to transfer you to another department.

When you phone you will be asked to say the name of the organisation you work for in order to confirm you are eligible to use this service – but there is no pressure to disclose anything else.

The service is completely confidential and your employer will not know you have called – but it may be beneficial to talk to them about your situation as well.

There's more information to help you look after your wellbeing at

mindfulemployer.net/employees



Confidential

Managerial Adviceline

0300 XXX XXXX

An independent and completely confidential **Managerial Adviceline** for anyone in any kind of managerial or supervisory role.

Available from 8am to 8pm, 7 days a week, the Adviceline is staffed by advisors with expert training in human behaviour and relationships, and with management experience. The service provides support for managers with challenges and problems within their teams such as conflicts at work, work-related stress, team issues or behavioural issues.

You may have an idea in your own mind of what you want to do about a situation, but would like reassurance that your plan is appropriate. The Adviceline is particularly useful if you feel you don't have the experience needed for a complicated issue, such as helping a member of staff cope with bereavement, for example. Whatever the situation, support is just a phone call away.

Advisors will only provide statutory information and will always refer managers back to HR advice for any specific policy queries.

There's more information to help you to manage and support staff at

mindfulemployer.net/managers



MINDFUL EMPLOYER plus is part of the UK-wide MINDFUL EMPLOYER initiative which started in 2004.

MINDFUL EMPLOYER provides businesses and organisations with easier access to information, advice, local support and training to help them to support staff experiencing stress, anxiety, depression and other mental health conditions.

Your employer is a signatory to the **MINDFUL EMPLOYER Charter for Employers who are Positive About Mental Health**.

MINDFUL EMPLOYER is run by Devon Partnership NHS Trust and available to any employer anywhere in the UK mindfulemployer.net

MINDFUL EMPLOYER plus is provided on behalf of MINDFUL EMPLOYER and Devon Partnership NHS Trust by CIC and does not include the provision of counselling.



0300 numbers cost the same to call as landline numbers beginning 01 or 02 and may be included as part of inclusive call minutes from mobile phone and landline operators.