








Looking after your mental health

Resources for volunteers



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Contents

-  Pg 3. Health Assured mental health support
-  Pg 5. Other mental health support
-  Pg 6. Parents, carers and others looking after children
Exercise
-  Pg 7. Financial support
Information relating to disabilities
-  Pg 8. Grief and bereavement

Please note: Our People Team have researched the links and resources in this booklet to provide you with as much support as possible. However, Canine Partners is not affiliated with the websites or associated companies and we do not manage or update their websites and resources.



Health Assured mental health support

Canine Partners volunteers have access to The Health Assured Helpline and Assistance Programme Wisdom service.

What is an Assistance Programme?

An Assistance Programme is a confidential benefit designed to help you find support with personal and professional problems that could be affecting your home or work life, health, and general wellbeing.

The Health Assured service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. We believe in that providing this service with Health Assured means that direct support is available when someone needs it, as well as providing access to a range of proactive guidance and information to support everyday health and wellbeing.

Services Available

- Counselling support: Access to telephone support (online and video counselling is also available) for any matter of concern
- Legal information: For issues that cause anxiety or distress including debt management, consumer, property or neighbour disputes (employees only).
- Bereavement support: Health Assured offers qualified and experienced counsellors who can help with grief plus legal advisors to help with related legal matters.
- Medical information: Qualified nurses are on hand to offer support on a range of medical or health-related issues offering practical information and advice.

Helpline services available

There is a confidential helpline which also offers support for you and your immediate family members*, 24 hours a day, 7 days a week, 365 days a year by calling 0800 028 0199. *Health Assured define immediate family members as spouse/partners and children aged 16 to 24 in full-time education, living in the same household.

Privacy and Confidentiality

All calls are completely confidential; however, exceptions can occur when there

is a risk of serious harm to the caller or others, which require Health Assured to share information with relevant authorities such as your GP or the emergency services.

Further information regarding how Health Assured processes personal details is continued in their privacy policy, which can be found at:

healthassured.eap.com

In addition to the Helpline, we offer you access to My Wisdom smartphone app. You can access My Healthy Advantage with the following login credentials:

wisdom.healthassured.org/

Unique code: MHA162408

Your Assistance Programme

A 24/7 helpline from Health Assured. Wellbeing and mental health support to get you through life's issues, problems, and worries.



Free 24-Hour Confidential Helpline
0800 028 0199



Your healthy advantage

Registered Office: The Peninsula, Victoria Place, Manchester, M4 4FB
Registered in England. No 6314620

Pop out this card for future use.



Your Assistance Programme

It's not easy to balance the pressure of work, home life, and any other personal issues that you may be experiencing. Health Assured provides support and guidance for you and your immediate family.*

What can I use this service for?

Family issues	Financial information	Legal information
Medical information	Relationship advice	Housing concerns
Alcohol or drug issues	Childcare support	Stress & anxiety
Low mood	Domestic abuse	Retirement
Consumer issues	Tax information	Bereavement

24/7 confidential support

Your call will be handled by an experienced therapist or advisor, who will offer support in a friendly, non-judgemental manner.

Bright TV	Wisdom	Four-week programmes
Nutritional advice	Health Checks	Fitness advice
Financial wellbeing	Medical factsheets	Budgeting

Your Assistance Programme

- Stress & anxiety
- Debt
- Work
- Addictions
- Relationships
- Legal



Free 24 Hour Confidential Helpline
0800 028 0199

Download Wisdom now

Download on the App Store
 GET IT ON Google Play

wisdom.healthassured.org

*Health Assured define immediate family members as spouse/partners and children aged 16 to 24 in full-time education, living in the same household.

Other mental health support

This ranges from support to keeping yourself (and your families) mentally healthy and organisations that provide support in a mental health crisis.

Samaritans: Call 116 123

- 🐾 A safe place to talk about any issues you may be experiencing confidentially.
- 🐾 Helpline can be used for yourself or if you have concerns about someone else.

Shout! Crisis text line: Text 85258

- 🐾 A free 24/7 text service for anyone worried about their mental health available at any time, any place and need immediate help.

Young Minds

- 🐾 Parents Hotline: 0808 8025544 (9.30am - 4.00pm)
- 🐾 Free, confidential online and telephone support including information and advice to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25 Online.

Every Mind Matters

- 🐾 Understanding mental health and tips to manage wellbeing.

MIND

- 🐾 MIND offer help whenever you might need it through information, advice and local services.
- 🐾 MIND have local support services that you can find using their [online map](#).

British Association for Counselling and Psychotherapy (BACP)

- 🐾 Advice from counsellors to help and support individuals, families and communities.



Parents, carers and others looking after children

This includes guidance on managing stress and anxiety in children.

Carers UK

- 🐾 Guidance for carers.
- 🐾 Includes FAQs and a Wellbeing Action Plan with tailored tips on keeping a positive frame of mind.

Anna Freud

- 🐾 Guides (including videos and an FAQ) on how to support the wellbeing of children during a period of disruption.

Place2Be

- 🐾 Tips and useful resources to support your child and yourself.
- 🐾 Tips on how to answer questions from children.
- 🐾 Contains other useful links.



Exercise

Exercising regularly can help you feel energised and reduce the effects of stress and anxiety. The links below are mixed for adults and children.

Cosmic Kids Yoga

- 🐾 Yoga, mindfulness and relaxation designed specifically for kids aged 3+, used in schools and homes all over the world.
- 🐾 Recognisable characters in videos for kids to follow (e.g. Disney).

Joe Wicks - PE With Joe

- 🐾 Join Joe Wicks The Body Coach for a home workout aimed at kids.
- 🐾 Available on Joe's YouTube channel [The Body Coach TV](#).

Yoga with Adriene - find what feels good

- 🐾 High-quality yoga videos.
- 🐾 30-day challenges, yoga for beginners, and yoga that focuses specifically on mental health.



Financial Support

These links are to organisations that can offer advice about financial worries.

Citizens Advice

- 🐾 Latest guidance and advice on paying bills, scams, going to work, and taking children to school.
- 🐾 Advice on what to do if you are off work, if you're employed, self-employed or claiming benefits.
- 🐾 Advice if you can't pay your rent.

The Money Advice Service

- 🐾 Information on your rights to sick pay and benefits (including what you can claim if you're self-employed or not entitled to Statutory Sick Pay).
- 🐾 Guidance on the cost of living.

Information in relation to disabilities

The links below are about organisations that can provide support and advice if you or someone you know has a disability. This is not an exhaustive list of organisations that support people with disabilities.

Mencap

- 🐾 Provides guidance and other useful links.
- 🐾 Provides a support helpline that gives advice or information - Learning Disability Helpline 0808 808 111.

Scope

- 🐾 Has a section on benefits.
- 🐾 Includes government guidelines.
- 🐾 Dedicated helpline [scope.org.uk/helpline](https://www.scope.org.uk/helpline)
- 🐾 Community discussions.
- 🐾 Variety of services.

Disability Rights UK

- 🐾 Provides factsheets and basic information about benefits, tax credits, social care, and other disability-related issues for claimants and advisers.

Sense

- 🐾 Information and advice on communicating, life stages, support for carers and benefits and money.

MS Society

- 🐾 Contains practical advice for people with MS.

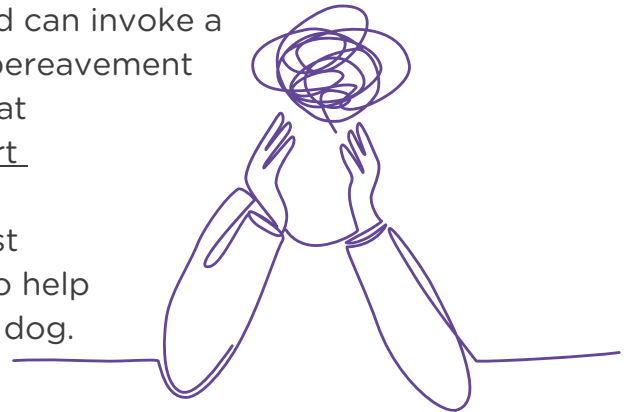
Muscular Dystrophy UK

- 🐾 Detailed guidance for people with muscle-wasting conditions.
- 🐾 Contains useful links to further support and guidance.

Grief and bereavement

Grief can come in many different forms and can invoke a range of emotions. Canine Partners has a bereavement support website page, which you can find at caninepartners.org.uk/bereavementsupport

Here you will find useful websites and, most importantly, our support packs designed to help people through different types of loss of a dog.



Local council support

- 🐾 Use the government website to find bereavement services through your local council.

At a Loss

- 🐾 A sign-posting website for those who are bereaved.
- 🐾 Has an online counselling service - 'Griefchat'.

Cruse bereavement care

- 🐾 The Cruse Bereavement Care Freephone National Helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement.
- 🐾 The number is 0808 808 1677 or email helpline@cruse.org.uk.

Cruse bereavement Care Scotland

- 🐾 Same as above - has a dedicated phone line for support.
- 🐾 The number is 08456002227.