

EMPLOYEE ASSISTANCE PROGRAMME



Our Employee Assistance Programme (EAP), Vivup, is available for all employees.

The service is free of charge for you to use and you don't need to ask your manager to use Vivup. You can speak to a professional counsellor in complete confidence. Vivup is available **24 hours a day, 7 days a week, 365 days a year** and is accessible by phone or online.

To contact Vivup, please call **0800 023 9387** or alternatively, access this service confidentially online at : <https://vivup.yourcareeap.co.uk/?CODE=109853>

What do I use the service for?

Whether you're facing problems at work or at home, you can access impartial, confidential advice from qualified counsellors for a range of different issues.



Support, advice, and information to help with your mental health and wellbeing



Independent confidential counselling support provided by caring and suitably qualified personnel



Assistance with many different issues including Relationships, Finances, Family Difficulties, Anxiety, Bereavement, Stress, Depression, Workplace Issues, and Trauma



Confidential support for any of life's challenges no matter how big or small

Vivup also provides downloadable self-help workbooks providing insight, advice and support across a range of topics. Easy Read Leaflets and Audio accessible versions are also available.



Telephone helpline



Debt and financial advice



Downloadable self-help workbooks



Podcasts, blogs and more

MENTAL HEALTH FIRST AIDERS



We want everyone to know that it's **OK to not be OK.**

We have a number of trained Mental Health First Aiders, who will respond and support you in the event of a wellbeing crisis, or if you don't feel comfortable talking to a member of your team about your issues.

If you or a colleague experiences any of the below, you can contact a Mental Health First Aider for support:

- Experiencing a panic attack
- Wanting to take your/their own life
- Self-injuring/harming yourself/themselves
- Experienced a traumatic event
- Experiencing a psychotic state

Mental Health First Aiders for Denbighshire Leisure Ltd :

MHFA	Contact details
Ian Olson Commercial Manager	01824 712375 or 07887 711303 ian.olson@denbighshireleisure.co.uk
Sian Bennett Head of Active Communities	01824 712710 sian.bennett@denbighshireleisure.co.uk
Steven Baldwin Commercial Manager	01824 712378 steven.baldwin@denbighshireleisure.co.uk
Sara Gray Food & Beverage Manager	01824 712308 Sara.Gray@denbighshireleisure.co.uk
Dafydd Howatson Group Food & Beverage Operations Manager	07810 417988 daf.howatson@denbighshireleisure.co.uk
Leah Thomas Welsh Language PR, Communications & Media Officer	01824 712705 or 07909686495 Leah.Thomas@denbighshireleisure.co.uk

WELLBEING RESOURCES



With so many support organisations out there, it can be a little overwhelming to know where to start. We've pulled together a list of just some of the support and resources available. We're all uniquely ourselves, so we've included a range of resources that might be useful, for you to find what works for you.

Whether you're looking for advice on how to support someone close to you, or you're looking for advice on how to help yourself, these websites and resources can be a good starting point.

General Mental Health & Wellbeing Support		
Vivup		
https://vivup.yourcareeap.co.uk/?CODE=109853	0800 023 9387	Available 24 hours a day, 365 days a year
The Samaritans		
https://www.samaritans.org/?nation=wales	116123	Available 24 hours a day, 365 days a year
CALM (for men)		
https://www.thecalmzone.net/	0800 58 58 58	Support for men. Available 5pm to midnight every day
Papyrus HOPEline UK		
https://www.papyrus-uk.org/who-we-are-2/	0800 068 4141 or text 07786 209697	Support for young people under 35. 9am - midnight, 365 days a year
CALL Mental Health Helpline For Wales		
https://www.callhelpline.org.uk/	0800 132 737 or text help to 81066	Confidential listening & support service 24 hours a day, 365 days a year
SHOUT		
https://giveusashout.org/	text 'SHOUT' to 85258	A texting service, completely confidential, to help support you when life gets a bit too much
Mental Health Foundation		
https://www.mentalhealth.org.uk/your-mental-health	A range of content designed to give you more information about wellbeing and to help you to look after your mental health.	

WELLBEING RESOURCES



Mind		
https://www.mind.org.uk/about-us/mind-cymru/	Mind provide advice and support to anyone experiencing a wellbeing challenge.	
Stori		
https://storicymru.org.uk/	A Member-led Charity supporting people who find it difficult to live safely, e.g. mental health problems, substance misuse, domestic violence or other challenges	
Childline		
https://childline.org.uk	0800 1111	A free, private and confidential service where children and young people can talk about anything and turn for support when needed.

Specific Mental Health & Wellbeing Support		
DAN24		
https://dan247.org.uk/	0808 808 2234 or text DAN to 81066	Provides support for drugs and alcohol issues
No Panic		
https://nopanics.org.uk/	Helpline Number 0300 772 9844 Youth Line: 0330 606 1174	Provides support relating to anxiety, available everyday - 10am - 10pm (365 days of the year)
Beat Eating Disorders		
https://www.beateatingdisorders.org.uk/	Provides support relating to eating disorders	
Switchboard		
https://switchboard.lgbt/	0300 330 0630	Provides support to the LGBTQ+ community on any mental health issue. Open 10:00-22:00 every day

WELLBEING RESOURCES



Cruse Bereavement Care

https://www.cruse.org.uk/	0808 808 1677	Provides support for bereavement and loss
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CAIS

https://www.cais.co.uk/	0345 06 121 12	Provides support for drugs and alcohol issues
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DPJ Foundation

https://www.thedpjfoundation.co.uk/	0800 587 4262	Agriculture and Farming Support
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Y Bont (The Bridge)

https://www.ybont.org.uk/	01978 359645 info@ybont.org.uk	Provides support for anyone in North Wales or Cheshire area facing a pregnancy decision or who have experienced pregnancy loss.
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Miscarriage Association

https://www.miscarriageassociation.org.uk/about-us/	01924 200799	Providing support and information to anyone affected by miscarriage, ectopic pregnancy or molar pregnancy. Open: Mon-Fri, 9am-4pm
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Domestic Abuse & Sexual Violence Support

Live Fear Free

https://www.gov.wales/live-fear-free	Call: 0808 80 10 800 Text: 07860 077333	Provides advice and support for those who have experienced, or are worried about someone who may be experiencing, domestic abuse or sexual violence. Open 24 hours a day 7 days a week.
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WELLBEING RESOURCES



BAWSO

<https://bawso.org.uk/en/>

0800 731 8147

Support for people from Black and Ethnic Minority backgrounds who are affected by domestic abuse and other forms of abuse.
Open 24 hours a day, 7 days a week.

Dyn Project

<http://www.dynwales.org/>

0808 801 0321

Providing support to Heterosexual, Gay, Bisexual and Trans men who are experiencing Domestic abuse from a partner.
Open: Mon & Tues - 10am-4pm,
Weds - 10am-1pm