



## Extra support for those who need it

This global pandemic has created a difficult and frightening time. Some of us may be experiencing symptoms of anxiety, depression and/or stress. Remember this situation is unprecedented and it is okay to not be okay. Experiencing symptoms of stress does not mean you aren't up to your job or that you are not coping. It means you are human. During this time it is important to recognise how you are feeling and to be kind, sympathetic and understanding towards yourself and others.

Some of us may feel like we are struggling to cope right now and our day-to-day life may feel increasingly overwhelming. For those who feel they are at crisis point, it is very important to take steps to look after yourself. Follow the steps below:

- Try to focus on the here and now and to get through your day
- Avoid using drugs and alcohol to cope
- Get to a safe place and be around others if possible (this may involve using Skype/FaceTime/Zoom etc. to arrange to speak with someone)
- Do something you usually enjoy

### There are a range of different numbers to call for immediate help:



- Your GP – ask for an emergency appointment
- Out of hours call 111 – they can help you find the support you need
- If you feel at immediate risk call 999
- The NHS mental health hotline (which includes RHN staff). There are a range of services from practical and financial assistance through to specialist bereavement and psychological support.
  - o **Telephone:** 0300 131 7000 (7am-11pm)
  - o **Text helpline:** text FRONTLINE to 85258 (24 hours, 7 days a week)
- 'Well Online': [www.well-online.co.uk](http://www.well-online.co.uk) (**login:** rhlogin password: wellbeing) is the CiC Employee Assistance Programme provided by the RHN. It offers information, advice and confidential counselling. The site offers a wealth of practical tips, fresh ideas and stimulating reading. Whatever challenge you face, you will find help here:
  - o **Telephone:** 0800 085 1376
  - o **There is Live Chat:** Monday-Friday 9am-5pm accessed through the website
  - o **Email:** [assist@cic-eap.co.uk](mailto:assist@cic-eap.co.uk)

### Longer term psychological support

For longer term support you can access your local Improving Access to Psychological Therapies (IAPT) service. IAPT services accept self-referrals as well as referrals from your GP. To be referred, either search for the borough you live in and IAPT on a search engine, or alternatively contact your GP who can refer you.

Your GP may also be able to provide support for you during this time, on a less regular basis.