

How to access your new wellbeing at work service: Spectrum.Life service, available from Sunday 1 May

Volunteers experiencing distress or emotional difficulty as a result of their volunteering are able to receive support from Parkinson's UK wellbeing at work service, Spectrum Life.

Spectrum.Life is available 24 hours a day, 365 days a year. You can contact the service by: freephone ROI 1800 903 542; freephone UK 0808 196 2016 and international 00353 1 518 0277.

You can also use the Spectrum.Life online portal using the link [here](#) (leave 'Employee' selected under the Member level category). The online portal includes a chat and call back function, in addition to hours of additional wellbeing content.

There's also an app you can download onto your phone for 24/7 support through live chat or via email, WhatsApp and SMS delivered by qualified mental health professionals.

You don't need to let anyone at Parkinson's UK know that you're contacting Spectrum.Life, but we do ask that you meet this criteria: **'that the presenting problem is caused by their voluntary work, or would have an impact on their ability to continue with voluntary work'**.

What happens when I call?

When calling the helpline, whilst the contents of the call are confidential, you'll be asked to confirm that you're a volunteer with Parkinson's UK. You don't have to give any additional personal information if you choose not to.

Will what I say be kept confidential?

Yes. Parkinson's UK will receive information on the numbers of volunteers who use the service, but no identifiable details. Anything you say in your communications will be kept confidential, unless you have given consent for it to be shared, or if there is a risk to you or someone else. Your staff contacts won't know that you have contacted Spectrum.Life, unless you choose to tell them personally.

I'm not really sure if I want to ring a helpline

Your staff contact at Parkinson's UK remains available for conversation and check-ins, to offer support with your volunteering on an ongoing basis. Please get in touch with them if you are experiencing stress or distress as a result of your volunteering, and we'll do our best to address it and support you. If you feel you need to take a step back from your volunteering at the moment, whether long-term or short-term, please let your staff contact know.

What if I need emotional support right now? When is this change of provider happening?

Until midnight on 30 April, Parkinson's UK's current provider, Vita Health, helpline is available 24 hours a day on 0800 111 6387. You can also access their services online for the health, wellbeing and life management hub: www.my-eap.com using the access code: PARKWELL

From 1 May, Spectrum.Life is available to you.

Alternatively, you can contact [Samaritans](https://www.samaritans.org) on 116 123, for free, 24 hours a day.

If you have any further questions please contact the volunteering team on volunteering@parkinsons.org.uk