

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 the criteria **'that the presenting problem is caused by their 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.

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

Other sources of support

Our Parkinson's advisers can support anyone with Parkinson's, their family or carer. Call **0808 800 0303** to get in touch. Our helpline is a free confidential service providing support to anyone affected by Parkinson's. Our trained advisers, including specialist Parkinson's nurses, can provide information and advice about all aspects of living with Parkinson's, such as:

- medical issues, including symptoms and treatments
- **employment** and benefits
- health and social care
- emotional support
- local activities
- signposting to other sources of information

They can also put you in touch with a Parkinson's local adviser if you need more local or in-depth support.

- Monday to Friday: 9am to 6pm
- Saturday: 10am to 2pm

Our helpline is closed on Sundays and bank holidays.

Talk to your staff contact about who to call in your area if you have a safeguarding concern.

If you are unable to reach them, or you are not a volunteer or group member and have any safeguarding concerns, please contact the designated protection officer on safeguarding@parkinsons.org.uk or call 0344 225 9853.

If you're in crisis and need to speak to someone:

- Call NHS 111 (for when you need help but are not in immediate danger)
- Contact your GP and ask for an emergency appointment

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You can also contact any of the Helplines listed below

Samaritans

Whatever you're going through, we're here to help 24 hours a day. We won't judge you and we won't share what you tell us with anyone else.

Tel: 116 123 (Free)

www.samaritans.org

Mind

Advice, support and information to people experiencing a mental health difficulty and their family and friends.

Lines are open Monday to Friday 9am to 6pm (except bank holidays).

- InfoLine: 0300 123 3393 to call, or text 86463

Campaign Against Living Miserably (CALM)

A helpline for people in the UK who are down or have hit a wall for any reason, who need to talk or find information and support.

- Helpline: 0800 58 58 58
- the.calmzone.net

5pm to midnight, every day of the year

Shout

Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

Text Shout 85258

www.giveusashout.org

Citizens Advice

Adviceline England: 0800 144 8848

Adviceline Wales: 0800 702 2020

Cruse Bereavement Support

Cruse Bereavement Support exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support and offers information, advice, education and training services.

Day by Day Helpline: 0808 808 1677

www.cruse.org.uk