



Introduction to Mental Health Awareness



Post Office is committed to providing help to colleagues who may be suffering, irrespective of the cause and has a risk assessment and full policy in place to help colleagues recognise the symptoms, signpost them to self-help resources and to provide line managers with resources that will help them to provide effective support. Mental wellbeing is so important and we know from our engagement surveys that it is a key driver for engagement.

Mental health problems affect one in four of us yet people are still afraid to talk about it. For people with mental health problems not being able to talk about it can be one of the worst parts of the illness. So by getting people talking about mental health proactively we can break down stereotypes, improve relationships, aid recovery and take the stigma out of something that affects us all.

Check out the '**Be You**' **Yammer** group page to find out about their campaigns to raise awareness of the support that is available to colleagues.



Mental Health First Aid

We have taken time to prepare over 50 **Mental Health First Aiders** (MHFAs) who have received ongoing support and coaching whilst supporting local colleagues. Following their attendance at a number of workshops aimed at developing the approach and role, many of the MHFAs are now ready to support colleagues across the business. It is vitally important that colleagues in the business feel able to talk openly about mental health issues. Our MHFAs will not act as therapists but the training they have received has equipped them to reassure and support colleagues in distress in a caring and non-judgemental way.

Whilst many colleagues will choose to contact a Mental Health First Aider from their own business area, this is not compulsory. We aim to increase the number of MHFAs to provide better coverage across the business over the coming months. Look out for an invitation to apply should you be interested in this key role. This is a voluntary role but it is governed by strict standards and guided by a clear Code of Conduct. This includes protecting client confidentiality and privacy at all times, with MHFAs working within their competence and signposting to professional Occupational Health Services, wherever appropriate.

The Mental Health First Aid initiative compliments the current Occupational Health Services that are available to colleagues, including Help Employee Assistance, OH referrals and bespoke treatments. Therefore, colleagues are still encouraged to make full use of OH services in the usual way, especially if in distress when contact should be made with Help EAP in order to access immediate professional support.

How to contact a Mental Health First Aider?

Should colleagues wish to have an initial chat with an MHFA, they should send an email in the first instance (email addresses are listed in the directory below) and state 'IN STRICTEST CONFIDENCE - MHFA REQUEST' in the email subject line in order to arrange a mutually convenient time for a private telephone conversation or where preferred and possible, a face to face meeting. This may simply be a chat over a cup of tea!



The current MHFA Directory may be accessed online.



Additional support during Covid-19

[Click here](#)

Help Employee Assistance

[Click here](#)

Time to Talk Day

[Click here](#)

NHS Choices

[Click here](#)

Please note: only accessible from Post Office computer.