

Mental Health and Wellbeing Support for Staff

We know that the wellbeing of people doesn't stop at physical health, and that mental health is of equal importance.

A wide range of wellbeing services and resources to support you and your colleagues, both in the workplace and outside of work are signposted below. If you cannot find what you are looking for, please contact a member of the HR Directorate or the Safety Unit.



Free Confidential Advice and Support for Staff and Their Families

The university provides access to a free and confidential wellbeing and mental health advice service for our employees and their family members. This is called an Employee Assistance Programme (or as it's often referred to, the EAP) and is funded by the university.


Our EAP service is provided by CiC who specialise in providing organisations with this support service and have been our trusted provider for several years. The service is there to help employees with personal and work-related concerns. It is an invaluable resource offering confidential expert advice and support 24 hours a day, seven days a week.


This service offers a 24/7 helpline; up to six sessions of telephone, face to face or online counselling; legal information; financial information; health and wellbeing advice; and an online wellbeing portal (www.well-online.co.uk). This service and the support provided can be accessed directly by you or your family member, without a referral and the university do not need to be notified. There are several ways to access support:

 Go to www.well-online.co.uk and use login details:


Username: Greenwichlogin

Password: wellbeing

 Online Chat allows you to contact a Confidential Care Adviceline therapist using online instant messaging (providing you have internet access and are logged into the website)

 **Freephone Adviceline:** 0800 085 1376 Available 24/7, 365 days a year.

 assist@cicwellbeing.com

 **Next Generation Text (NGT):** If you have hearing or speech difficulties, you can reach CiC on **18001 0800 085 1376**

Further information can also be found on the [university portal](#)

Access to Work - Free, Confidential Mental Health Support for Employees

The *Access to Work Mental Health Support Service* is delivered by *Maximus* and funded by the [Department for Work and Pensions](#) and is available at no charge to any employees with depression, anxiety, stress or other mental health issues affecting their work. Employees can qualify for nine months of workplace support if they are employed and have a mental health condition that has resulted in absence or is making it difficult to remain in work. Employees can make an enquiry [here](#).

University Mental Health Day



University mental health day is celebrated across the UK, bringing the university community together to make mental health a university wide priority - and create ongoing change to the future of staff and student mental health. Check the [University Mental Health Day](#) web page for more resources, including:

Building personal resilience



with the [Staff Resilience Toolkit](#)



How to access therapy services through the [NHS](#)

University Wellbeing Hub

Wellbeing hub



Go to the [Wellbeing Hub](#) to access more support and resources at the university

Menopause Support at the University of Greenwich

The university is committed to supporting all staff who are directly or indirectly affected by the Perimenopause (the time leading up to the menopause) and the Menopause. We have partnered with [Henpicked](#) and we are working towards accreditation as a “Menopause Friendly Employer”.

See the [Menopause Webpage](#) for further resources to support this significant life stage.

Staff Networks at the University of Greenwich

Our university staff networks celebrate the diversity of the university’s students and staff and use their voice to promote equality, diversity, inclusion and wellbeing at the University of Greenwich. Joining a network and being part of a community that is important to you, may bring benefits to your wellbeing. Find out more about our staff networks and communities [here](#).

Occupational Health at the University of Greenwich

What is Occupational Health and why do we need it?

There may be times when an employee's physical or mental health impacts on their ability to carry out their role and/or is causing their absences from work. The university may, in its duty to provide a safe and healthy environment for its employees, seek medical advice from an occupational health specialist by making a referral to them to request a consultation between you and the provider. Occupational Health is a clinical speciality that examines the relationship between work and health and the impact on each other.

The university uses an external provider, which is common practice for large organisations and the university's chosen provider Duradiamond Healthcare, use a secure online portal for referrals and reports. Once your line manager has made a referral a member of Duradiamond will contact you to arrange a consultation, usually by telephone.

They will produce a report from their consultation with you and advise on fitness to work and impact of any disability or health problem on your ability to perform your role, including any reasonable adjustments that should be considered.

This [employers guide](#) and [information for staff](#) provide some guidance on what to expect when you have been referred for an occupational health assessment. You can also access the [Occupational Health and Wellbeing portal](#). The university's Managing Attendance and Wellbeing Policy and Procedure is also available [here](#) to view.

Reporting an Accident or Incident at the University of Greenwich

Staff, students, visitors and contractors should use the university portal to report any accident or incident that occurs on university premises or whilst on business off campus.

See the Accident/Incident reporting procedures [here](#)

Report an accident or incident



You can report an accident or incident via the Portal: *UoG portal/Staff Services/Report an*

accident or incident

Managing Workplace Stress

The University is committed to protecting the health, safety and welfare of its staff. It recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing causes of stress at work. The health and safety [stress webpage](#) includes the university's policy on managing stress, as well as work-related stress risk assessment forms for managers and employees.

What to do in an Emergency

If you **call the emergency services on 999** for any reason including a medical or mental health emergency, contact the university's security so that they can quickly redirect the emergency services on their arrival. Campus site security contact numbers can be found [here](#).