

Key Points for Employers

- As with the Charter, signing up to MINDFUL EMPLOYER Plus is voluntary. MINDFUL EMPLOYER Plus will only be available while your organisation remains a signatory to the Charter. Refunds are not possible due to lack of use nor if your organisation's Charter status ceases before the end of the period for which you have paid.
- MINDFUL EMPLOYER Plus is available for all paid staff at a cost of £1 + VAT per person per year regardless of whether they are full or part-time, permanent, temporary, casual or zero-hours. Volunteers or others who work for you (e.g. freelance consultants) can use this service at the same rate. (Offering employee benefits to non-employees can have tax implications so you may wish to seek advice.)
- Charges for MINDFUL EMPLOYER Plus are additional to the standard Charter administration fees.
- It is not possible to have just one of the telephone lines nor to pay for just a proportion of your total number of employees nor to pay for less than one year.
- Payment of the fee for MINDFUL EMPLOYER Plus is to be made in advance and provision of the telephone lines will commence after payment has been received by Devon Partnership NHS Trust.
- Information and publicity materials will be sent to the Contact Person shown on the online signatory form once payment has been received.
- MINDFUL EMPLOYER Plus does not include the provision of counselling.
- The details shown on the online signatory form will be passed to CIC who provide this service on behalf of MINDFUL EMPLOYER and Devon Partnership NHS Trust

What's the difference between MINDFUL EMPLOYER plus (ME+) and an Employee Assistance Programme (EAP)?

Most EAPs offer a range of facilities – for example, telephone or face-to-face counselling, high level legal or financial information, debt advice, or general information and advice similar to that which might be offered by the Citizens Advice Bureau. ME+ purely provides telephone helplines for staff and managers and will offer a listening ear, immediate guidance and signposting to further advice.

Who will answer the phone?

CIC provides ME+ on behalf of MINDFUL EMPLOYER and Devon Partnership NHS Trust. CIC advisors answering the Staff Helpline are fully qualified counsellors or psychotherapists and those taking calls to the Managerial Adviceline have expert training in human behaviour and relationships, and have management experience.

Who are CIC?

CIC provide a range of support for employers in the UK and abroad. Alongside a full EAP service, they also provide ad hoc counselling, critical incident support, support for managers, a whistleblowing service and specialist cancer support. They also provide a range of specialist services, such as mediation and coaching, and international services. More information is available at www.cic-eap.co.uk

Is there a limit to the duration or number of calls made by an individual employee or by our organisation?

No. The service is unlimited (except for calls seeking legal advice where only one call per issue is possible). The Staff Helpline is open 24 hours and the Managerial Adviceline is available 8am-8pm. Both services are available 7 days a week throughout the whole year.

When someone calls more than once, will the advisor be aware of their previous contact?

All callers will be recorded on CIC's system so they can review their notes in the future as it may be relevant or helpful in providing further support. Although this is recorded it is completely secure and confidential and remains on CIC's database. CIC won't force anyone into sharing their personal details including their name if they don't want to. However, if an employee was not willing to share their name then that does make it more difficult to know if it is a repeat caller.

Can managers use the Staff Helpline to discuss personal issues?

Managers are staff too so, yes they can.

Is ME+ available to volunteers, consultants or people working on a self-employed basis for our organisation?

Providing you pay £1 + VAT per person per year in those categories then, yes it is available. (Bear in mind that offering employee benefits to non-employees can have tax implications so you may wish to seek advice.)

Can family members also use the staff helpline?

No. ME+ is solely available to employees and, if paid for, others as shown above.

What publicity materials are available?

You will be provided with sufficient copies of an information leaflet and a plastic wallet/purse size card for every employee to have one of each, together with 5 posters per location given on the online signatory form plus a pdf version of the poster also. There is no extra charge for these materials.

Can we buy the ME+ service for more than one year at a time?

Yes, you can – but please note that refunds are not possible due to lack of use nor if your organisation's Charter status ceases before the end of the period for which you have paid.

When we sign up, will we need to provide names of employees and what happens if the number of staff employed increases or decreases?

Names will not need to be supplied – it is completely confidential and callers need only give their name to the telephone advisor if they wish although will need to say the name of the organisation they work for. We (MINDFUL EMPLOYER) will record the number of people you entered on signing up and then you can revise it upon renewal – there will be no need to advise of changes in the interim.

What happens at the end of the period for which we have paid?

We will send you a reminder about two months before the period is due to end asking if you would like to renew it. If you do wish to do so we will require payment of a further fee but the service will continue without a break. If you do not wish to renew or do not respond to the reminder then access to ME+ will cease on the anniversary that it first commenced. Similarly, if your organisation ceases to be a Charter signatory before the end of the period for which you have paid for ME+ access will stop at the date signatory ceases.

Will we receive information on the level of usage?

CIC will be providing us (MINDFUL EMPLOYER) with quarterly data although this will be very general to ensure confidentiality and we ourselves will not be able to identify organisations who have been using the service. The impact of having immediate, impartial support that is completely confidential is recognised as having a positive effect on productivity, presenteeism and attendance. As usage is unlimited, employees can effectively call as they need support without the charge increasing so this offers great value as long as the service is publicised and promoted as a benefit to staff.

Can we sign up for ME+ at any time or do we need to wait until our next Charter Review?

You can sign up to ME+ at any time.

How do we sign up for MINDFUL EMPLOYER Plus?

- **If your organisation is already a Charter signatory:**
go to www.mindfulemployer.net/charter/meplus
- **If your organisation is not a Charter signatory:**
visit www.mindfulemployer.net/charter and sign the Charter first
- **If you are not sure if your organisation is a Charter signatory:**
take a look at the list at <http://www.mindfulemployer.net/charter/signatories/> or [contact us](#)