

# ENDEAVOR

GLOBAL WELLBEING TOOLKIT

JANUARY 2025

01. COMPANY SUPPORT

02. UPCOMING EVENTS

03. LOCAL HELPLINES/RESOURCES

01.

# COMPANY SUPPORT

EMPLOYEE ASSISTANCE PROGRAM – TELUS HEALTH (FORMERLY LIFEWORKS)

TELUS HEALTH

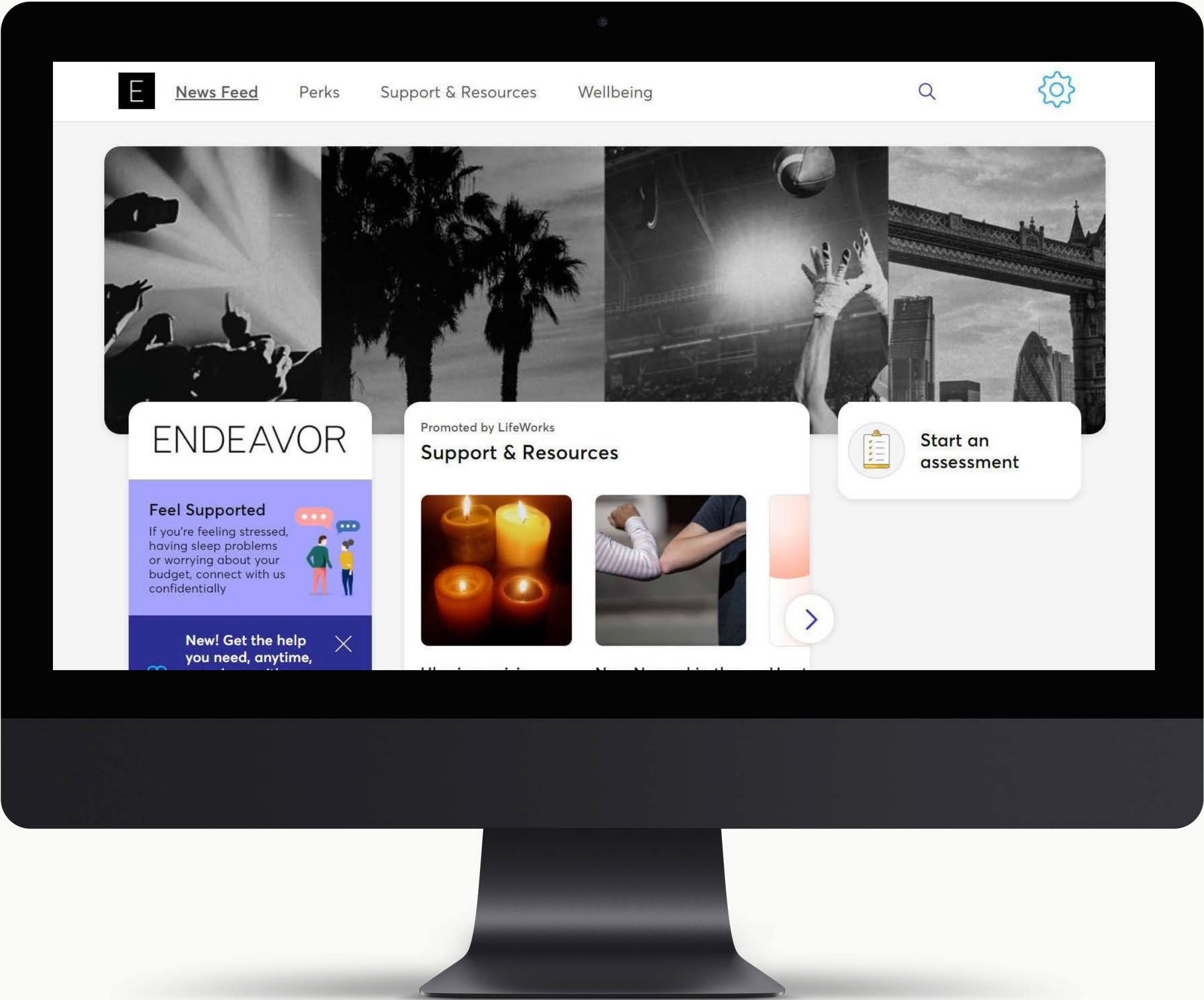
GLOBAL EAP

Professional Support - Anytime, Anywhere, Always Confidential

TELUS Health offers confidential support that can help you and your loved ones, at no cost to you. In our increasingly fast-paced world, you may find it challenging to take care of yourself while balancing responsibilities at work with obligations at home.

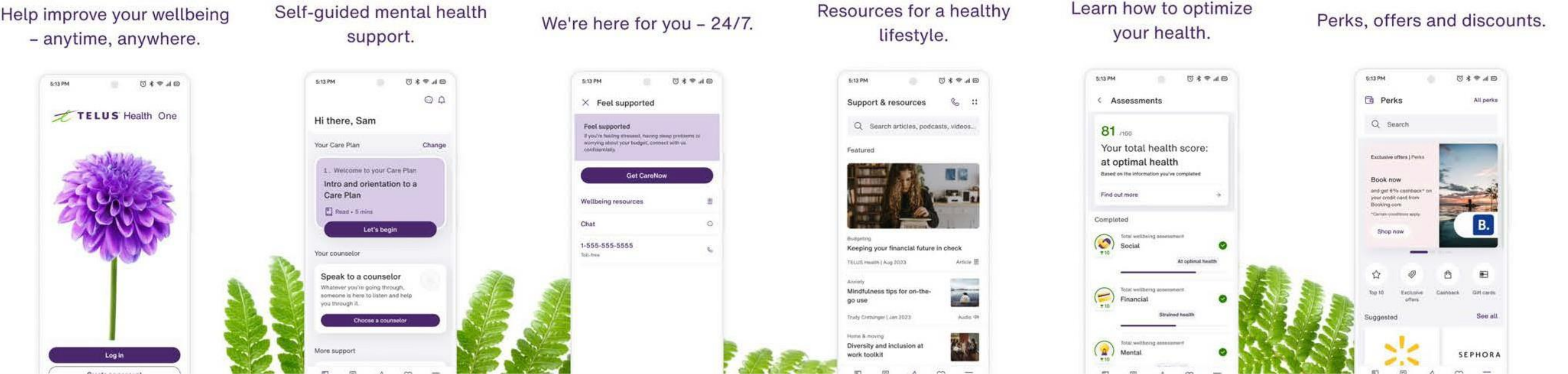
TELUS Health offers timely, qualified counseling, assistance, and support to help manage all of life’s complexities. You can access TELUS Health three ways at any time through the TELUS Health One App, website, or toll-free hotline, 24 hours per day, 7 days per week.

Access information can be found on the following pages.



TELUS HEALTH

THE APP – FEEL SUPPORTED WHEREVER YOU ARE



The TELUS Health One App can be downloaded from The App Store or Google Play and is available in most local languages.

- 1. Log in using your country’s user name from the chart on the following pages
- 2. Enter password: endeavor
- 3. You will now have general access to your country-specific content and phone number.
- 4. To access personalized support modules including perks and discounts, self-guided programs, wellbeing assessments, and more, a personal account is required.
- 5. Click on 'Create your account' within these features and follow the prompts.
- 6. You are encouraged to create an account using a personal email address.



TELUS HEALTH

ACCESS INFORMATION

COUNTRY	WEBSITE	USERNAME	PASSWORD	EAP PHONE NUMBERS
ARGENTINA	ONE.TELUSHEALTH.COM	endeavorARG	endeavor	TOLL FREE: 0800-666-3211 / 54-11-5219-2934
AUSTRALIA	ONE.TELUSHEALTH.COM	endeavorAUS	endeavor	TOLL FREE 1 800-835-871 / 1300-835-871
AUSTRIA	ONE.TELUSHEALTH.COM	endeavorAUT	endeavor	TOLL FREE: 0800-802-633 / +43-720-775337
BRAZIL	ONE.TELUSHEALTH.COM	endeavorBRA	endeavor	TOLL FREE: 0-800-892-2251 / 4003-5621
CANADA	ONE.TELUSHEALTH.COM	endeavorCAN	endeavor	ENGLISH: 1-844-671-3327 / FRENCH: 1-855-360-5485
CHINA	ONE.TELUSHEALTH.COM	endeavorCHN	endeavor	800-810 6605 / 400-650-6605
FRANCE	ONE.TELUSHEALTH.COM	endeavorFRA	endeavor	TOLL FREE: 0-805-080-744 / 33 0 70 01 97 33
GERMANY	ONE.TELUSHEALTH.COM	endeavorDEU	endeavor	0-800-183-3164
GIBRALTAR	ONE.TELUSHEALTH.COM	endeavorGIB	endeavor	00350-58009734 / 0034-667236402
GREECE	ONE.TELUSHEALTH.COM	endeavorGRC	endeavor	TOLL FREE: 800=848-1554 / 30-31-1198-0289
HONG KONG	ONE.TELUSHEALTH.COM	endeavorHKG	endeavor	TOLL FREE: 800-906-181 / 852 5803 3890
HUNGARY	ONE.TELUSHEALTH.COM	endeavorHUN	endeavor	TOLL FREE: (80) 088 211 / 36-19996724 (BUDAPEST)
INDIA	ONE.TELUSHEALTH.COM	endeavorIND	endeavor	TOLL FREE: 000-800-100-4150 / 91 22 7127 9187 (MUMBAI LOCAL LINE)
IRELAND	ONE.TELUSHEALTH.COM	endeavorIRL	endeavor	TOLL FREE: 1-800-938-072 / 353-15881158
ISRAEL	ONE.TELUSHEALTH.COM	endeavorISR	endeavor	TOLL FREE: 1-809-349-101/ 972-77-223-1110
ITALY	ONE.TELUSHEALTH.COM	endeavorITA	endeavor	800-783-611
JAPAN	ONE.TELUSHEALTH.COM	endeavorJPN	endeavor	TOLL FREE: 0-120-993-349 / 81 3-6388-6228 (TOKYO LOCAL LINE)
REPUBLIC OF KOREA	ONE.TELUSHEALTH.COM	endeavorKOR	endeavor	080-822-1530
LUXEMBOURG	ONE.TELUSHEALTH.COM	endeavorLUX	endeavor	TOLL FREE: 800-27-307/ 352-2088-1931
MALAYSIA	ONE.TELUSHEALTH.COM	endeavorMYS	endeavor	1-800-81-6626

TELUS HEALTH

ACCESS INFORMATION

COUNTRY	LIFEWORKS WEBSITE	USERNAME	PASSWORD	EAP PHONE NUMBERS
MALTA	ONE.TELUSHEALTH.COM	endeavorMLT	endeavor	1-905-886-3605 (CAN CALL COLLECT)
NETHERLANDS	ONE.TELUSHEALTH.COM	endeavorNLD	endeavor	0-800-022-2336 (TOLL FREE) 31 85 064 3396
NEW ZEALAND	ONE.TELUSHEALTH.COM	endeavorNZL	endeavor	800000136
NORWAY	ONE.TELUSHEALTH.COM	endeavorNOR	endeavor	800-24-855
PARAGUAY	ONE.TELUSHEALTH.COM	endeavorPRY	endeavor	00 98005410020 (LAND LINE ONLY)
POLAND /POLISH	ONE.TELUSHEALTH.COM	endeavorPOL	endeavor	0-0-800-141-0266 (TOLL FREE) 48 22 307 92 27
POR TUG AL	ONE.TELUSHEALTH.COM	endeavorPRT	endeavor	800-180-358 (TOLL FREE) 351-308-800-841
QATAR	ONE.TELUSHEALTH.COM	endeavorQAT	endeavor	00800-100-090
RUSSIAN FEDERATION	ONE.TELUSHEALTH.COM	endeavorRUS	endeavor	8-800-100-6922 (TOLL FREE)
SAUDI ARABIA	ONE.TELUSHEALTH.COM	endeavorSAU	endeavor	800-811-0447
SINGAPORE	ONE.TELUSHEALTH.COM	endeavorSGP	endeavor	65-3158-9951
SOUTH AFRICA	ONE.TELUSHEALTH.COM	endeavorZAF	endeavor	080-099-6330 (TOLL FREE) 27 87 056 8842
SPAIN	ONE.TELUSHEALTH.COM	endeavorESP	endeavor	900-839-199 (TOLL FREE) 34 518 88 03 35
SWEDEN	ONE.TELUSHEALTH.COM	endeavorSWE	endeavor	020-889-811 (TOLL FREE) 46 10 884 87 29
TAIWAN	ONE.TELUSHEALTH.COM	endeavorTWN	endeavor	00801-14-7233 / 886 2 7737 4430
THAILAND	ONE.TELUSHEALTH.COM	endeavorTHA	endeavor	66-210-56-169
UKRAINE	ONE.TELUSHEALTH.COM	endeavorUKR	endeavor	380-89-324-0630
UNITED ARAB EMIRATES	ONE.TELUSHEALTH.COM	endeavorARE	endeavor	8000-3570-3075
UNITED KINGDOM	ONE.TELUSHEALTH.COM	endeavorGBR	endeavor	0808 271 1500 / +44-1418461606
UNITED STATES	ONE.TELUSHEALTH.COM	endeavorUSA	endeavor	1-844-886-8509

02.

# GLOBAL EVENTS

FREE VIRTUAL EVENTS TO SUPPORT



TELUS HEALTH

UPCOMING EVENTS + RECORDINGS

EVENT	DATE	EVENT DETAILS	REGISTER
NEW YEAR, SMART GOALS	January 14 9am AEDT	This webinar helps you create SMART goals to build lasting habits and stay motivated all year long. Can't join live? Sign up for the webinar to receive a record following the session.	<a href="#">CLICK HERE TO REGISTER</a>
VISION & GOAL SETTING	January 15 12:30 ACDT	This workshop explores the importance of creating a vision and setting goals, offering evidence-based strategies to help you achieve your aspirations. Can't join live? Sign up for the webinar to receive a record following the session.	<a href="#">CLICK HERE TO REGISTER</a>
TELUS HEALTH ORIENTATION	January 16 1pm GMT & 3pm GMT	Join TELUS Health, Endeavor's EAP (Employee Assistance Program) partner, for a 30- minute orientation to learn more about the free counseling and resources available to all employees and their loved ones.	<a href="#">1pm GMT: CLICK HERE</a> <a href="#">3pm GMT: CLICK HERE</a>
HAPPINESS: LEARNING FROM POSITIVE PSYCHOLOGY	January 22 8am PT, 11am ET, 4pm GMT	You're invited to join TELUS Health for a one-hour webinar on Positive Psychology, breaking down the latest research on happiness and how to define it, teaching research-based tips and strategies for sustainable happiness, and how to enhance your wellbeing and make noticeable impacts on your day-to-day life.	<a href="#">CLICK HERE TO REGISTER</a>
TELUS HEALTH ORIENTATION	January 22 9am PT, 12pm ET, 5pm GMT	Join TELUS Health, Endeavor's EAP (Employee Assistance Program) partner, for a 30- minute orientation to learn more about the free counseling and resources available to all employees and their loved ones.	<a href="#">CLICK HERE TO REGISTER</a>
WOMEN'S HEALTH	RECORDING AVAILABLE	This session will cover various topics, including women's health by age, creating healthy habits, signs, symptoms, and alternative solutions for common illnesses, and more.	Access the recording <a href="#">here</a> . Password: webinar <span>ec</span> Exp: 10/17/25
UNDERSTANDING SUICIDE WORKSHOP	RECORDING AVAILABLE	Being able to recognize the risk of suicide and learning how to intervene in these difficult situations requires training. With the right knowledge, skills, and strategies, it is possible to support those in need. This 1-hour seminar will provide the tools to intervene effectively.	Access the recording <a href="#">here</a> . Password: webinar <span>ec</span> Exp: 9/26/25
CARE FOR THE CAREGIVER	RECORDING AVAILABLE	The role of the caregiver, while often rewarding, can also take a tremendous toll on individuals both emotionally and physically. It is critical that caregivers look after themselves as well as the person or people in their care. This principal is particularly important for members of the "sandwich generation," who are juggling both elder and childcare responsibilities. This one-hour session will be hosted by TELUS Health.	Access the recording <a href="#">here</a> . Password: webinar <span>end</span> Exp: 5/30/25

*03.*

LOCAL SUPPORT + RESOURCES

PROGRAMS AND ORGANIZATIONS AVAILABLE BY REGION

ARGENTINA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
GOBIERNO NACIONAL DE ARGENTINA	Linea gratuita para atención a la Salud Mental	<a href="https://www.buenosaires.gob.ar/salud/saludmental/servicios-telefonicos">https://www.buenosaires.gob.ar/salud/saludmental/servicios-telefonicos</a> 0800-333-1665
ATENCIÓN TELEFÓNICA - BUENOS AIRES	Esta línea de atención telefónica gratuita, es un modo de comunicación de fácil acceso y pronta respuesta para profesionales, instituciones y vecinos de la Ciudad. Permite acceder a una evaluación interdisciplinaria por salud mental y a información u orientación hacia los recursos disponibles más adecuados para su problemática.	<a href="https://www.buenosaires.gob.ar/salud/saludmental/servicios-telefonicos">https://www.buenosaires.gob.ar/salud/saludmental/servicios-telefonicos</a> 0800-333-1665

AUSTRALIA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
MEDICARE (GOVERNMENT MEDICAL)	The Better Access initiative gives Medicare rebates to eligible people, so they can access the mental health services they need. Support is available from eligible general practitioners (GPs) and other medical practitioners, psychologists, social workers, and occupational therapists. Eligible people can receive up to 10 individual and up to 10 group allied mental health services each year.	<a href="#">BETTER ACCESS WEBSITE</a>
CARER GATEWAY (GOVERNMENT)	You can use the Carer Gateway site free of charge to access help & support (including phone counseling services and an online forum) for a number of different issues including; Looking after yourself; Working while caring; Planning for emergencies.	<a href="#">CARER GATEWAY</a>
LIFELINE	This website can be used if you are having a difficult time, feeling suicidal, or are worried about someone else. They offer confidential crisis support 24 hours a day via call or text. Additional resources include podcasts, discussion forums moderated by mental health professionals, toolkits to help understand different mental health conditions, and how to get support.	<a href="#">LIFELINE</a> <a href="#">TOOLKIT DOWNLOADS</a> CALL THEIR CRISIS LINE ON 13 11 14
MENSLINE	Charity for men who are suffering difficulties due to mental health, family relationships or family violence. The site includes articles, management toolkits, parenting tips, and how to offer support for others. You can also access free telephone or online counseling using the platform, regardless of where you are in Australia.	<a href="#">MENSLINETEL</a> 1300 78 99 78 TO SPEAK TO A COUNSELLOR
QLIFE	QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. All services are free and include both telephone and webchat support, delivered by trained LGBTI community members across the country.	<a href="#">QLIFE</a> TEL: 1800 184 527
SANE AUSTRALIA	This organization supports people with mental health issues by connecting them to others experiencing similar issues, whilst chats are moderated by healthcare professionals. You can also use the site to access factsheets & guides about certain issues.	<a href="#">SANE.ORG</a>

B R A Z I L

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
CENTROS DE ATENÇÃO PSICOSSOCIAL (CAPS)	Os Centros de Atenção Psicossocial e as Unidades Básicas de Saúde (UBS) são portas de entrada para o atendimento na área de Saúde Mental dentro da Secretaria Municipal da Saúde de São Paulo. A rede do município conta atualmente com 97 CAPS, sendo 32 deles Álcool e Drogas (AD), 32 Infantojuvenis e 33 Adultos. Ao todo, 40 funcionam como CAPS III (com acolhimento integral – funcionamento 24 horas) e 1 como CAPS IV (com funcionamento 24h e possibilidade de acolhimento integral nas 24h).	<a href="https://www.prefeitura.sp.gov.br/cidade/secretarias/saude/atencao_basica/index.php?p=204204">https://www.prefeitura.sp.gov.br/cidade/secretarias/saude/atencao_basica/index.php?p=204204</a>
ASSOCIAÇÃO BRASILEIRA DE PSIQUITRIA	Se você está passando por algum momento difícil, com ideação suicida, nós estamos aqui para dizer que tem tratamento e solução e se você conhece alguém que está passando por isso, leia a nossa cartilha e veja como ajudar.	<a href="#">26b667_4bffb3ebf5f14603b901e219632a1785.pdf (setembroamarelo.com)</a>

CANADA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
CANADIAN MENTAL HEALTH ASSOCIATION	This organization provides support and resources for those suffering with their mental health, or those caring for someone who is struggling. There are national programmes across Canada and a bank of online resources.	<u>CMHA</u>
WELLNESS TOGETHER	Through Wellness Together Canada, individuals of all ages in Canada or Canadians abroad can access support ranging from self-assessment and peer support, to free and confidential sessions with social workers, psychologists, and other professionals. Supports are provided online in both official languages as well as by phone and text for those without internet access. Phone-counseling sessions are available in 200 languages and dialects, through instantaneous interpretation.	<u>WELLNESS TOGETHER</u>
HOPE FOR WELLNESS	Available to all Indigenous peoples across Canada who need immediate crisis intervention. Experienced and culturally sensitive help line counsellors can help if you want to talk or are distressed.	<u>HOPE FOR WELLNESS</u> TEL: 1-855-242-3310



CHINA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
KNOW YOURSELF	Provides psychological information, evaluation, chat functions, meditation tips, mutual help community and offline workshops. Aimed at helping those suffering from poor mental health.	KNOW YOURSELF – AVAILABLE ON WECHAT
SIMPLE PSYCHOLOGY	Aimed at helping those suffering from poor mental health - has a free hotline, access to paid counseling and courses.	<a href="http://WWW.JIANDANXINLI.COM">WWW.JIANDANXINLI.COM</a>
MENTAL HEALTH CENTER	Managed by the government, the mental health center is also available for all residents. This will vary in different ways in each city. For example, Shanghai has an independent mental health center which is highlighted within the contact details.	<a href="http://SMHC.ORG.CN">SMHC.ORG.CN</a>

FRANCE

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
BEREAVEMENT SUPPORT NETWORK	The organization exists to support not only the bereaved but those who are terminally ill and their families/friends via telephone counseling .	<u>BEREAVEMENT SUPPORT</u> TEL: 04 94 84 64 89
SANE SUPPORT LINE	The organization provides a telephone helpline offering practical information, crisis care and emotional support to anybody affected by mental health problems.	<u>WWW.SANE.ORG.UK</u> TEL: 0044 300 304 7000
WOMEN’S HEALTH CONCERN HELPLINE	The Women's Health Concern Helpline advises women on gynecological problems, the menopause and HRT.	<u>WOMEN'S HEALTH CONCERN</u> TEL: 0044 1628 483 612

GERMANY

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
NUMMERGEGEN KUMMER	Nummergegen Kummer has set itself the goal of being a competent contact for children, young people, and parents with mental health concerns.	<a href="https://www.nummergegenkummer.de/">HTTPS://WWW.NUMMERGEGENKUMMER.DE/</a> TEL: 0800 111 0 550
GERMAN DEPRESSION AID FOUNDATION	The German Depression Aid Foundation work continuously to improve the care of people suffering from depression, as well as providing mental health education and support.	<a href="#">DEPRESSION AID</a> TEL: 0800 33 44 533

HONG KONG

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
CARITAS 24-HOUR CRISIS LINE	Caritas Family Crisis Support Centre aims to provide crisis support to individuals and families who are in need, by providing 24-hour hotline services, temporary interventions and residential services, and counseling services.	<u>CARITAS</u> TEL: 18288
THE SAMARITAN BEFRIENDERS HONG KONG	The Samaritan Befrienders Hong Kong is a local voluntary agency which provides 24- hour counseling services to people with suicidal tendencies or behavior.	<u>SAMARITAN BEFRIENDERS</u> TEL: 2389 2222
THE MENTAL HEALTH ASSOCIATION OF HONG KONG	This organization aims to promote and educate the public on mental health, provide rehabilitation services to the mentally handicapped and mentally ill, as well as counselling services and an information hotline for all people.	<u>MENTAL HEALTH ASSOCIATION</u> TEL: 2772 0047

HUNGARY

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
T.E.S. MISKOLC	Telephone services which provide emotional support for anyone that calls. Can be used in times of crisis, offers 24-hour support.	(46) 323 888
HUNGARIAN SPIRITUAL FIRST AID TELEPHONE SERVICES ASSOCIATION	Telephone support services focused on suicide prevention, crisis intervention, and mental health support.	<u>SOS</u> 116 123 E-MAIL: <u>SOS116123@GMAIL.COM</u>

INDIA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
IT’S OK TO TALK	This organization offers a safe space to share your mental health experiences, believe that by opening up discussions on mental illness it moves towards breaking the stigma.	<u>IT'S OK TO TALK</u>
AASRA	Aasra offers a 24/7 helpline for those who need emotional support. They host support groups for those who have been impacted by a mental illness, suicide or those who have a loved one who suffers from thoughts of suicide.	<u>HTTP://WWW.AASRA.INFO/</u> TEL: +91-9820466726
LIVE, LAUGH, LOVE	This organization offers articles on mental health-topics including stress, anxiety, and depression. They also detail numerous counselling services that can be used (note that these might incur a charge).	<u>LIVE, LAUGH, LOVE</u>
MPOWER	Mpower works toward removing stigma by creating a body of knowledge, expertise and providing help to those who need it. They host resources, training, diagnostic evaluations, therapeutic interventions, and psychological counseling.	<u>M POWER</u>



ITALY

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
TELEFONO ITALIA	Telefono Amico Italia is a free service for everyone, aiming to help individuals overcome emotional tensions and rediscover wellbeing in personal relationships, while promoting empathic listening as a factor of emotional health and in contrast to loneliness.	<u>TELEFONA ITALIA</u> TEL: 02 2327 2327
PROGETTO ITACA	Information on prevention, support, and rehabilitation for those struggling with mental health and their families.	<u>HTTPS://PROGETTOITACA.ORG/EN/</u> TEL: 800-274-274
ITALIAN ASSOCIATIONS FOR MENTAL HEALTH	Online help for those who experience anxiety, agoraphobia, and panic attacks.	<u>HTTPS://WWW.LIDAP.IT/</u> TEL: 351 6911723

J A P A N

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
KOKORO NO MIMI	Established by the Japan Industrial Counselors Association, this portal provides accurate information to businesses, workers, and families regarding mental health measures (including suicide prevention measures).	<a href="https://kokoro.mhlw.go.jp/agency/">HTTPS://KOKORO.MHLW.GO.JP/AGENCY/</a> TEL: 0120-565-455
SANGYO KIKAI KENKO HOKEN KUMIAI (HEALTH INSURANCE ASSOCIATION)	Sangyo Kikai Kenko Hoken Kumiai (HIA) provides family health counseling-available 24/365.	<a href="#">SANGYO KIKAI KENKO</a> TEL: 0120-911-379
TELLJP	TELL is dedicated to providing effective support and counseling services to Japan's international community and its increasing mental health needs. They offer telephone counseling , chat services as well as assessment functions.	<a href="https://telljp.com/">HTTPS://TELLJP.COM/</a> TEL:03-5774-0992
TOKYO counseling SERVICE	This organization offers counseling sessions to people who are struggling with their mental health whilst living in Tokyo, fees are set on an individual basis dependent on individual circumstances.	<a href="#">BEFRIENDERS</a> TEL:03-5286-9090
BEFRIENDERS	Befrienders offer support to those who have mental health challenges or are having thoughts of suicide. They also host different events throughout the year to build a community.	<a href="https://tokyocounseling.com/jp/">HTTPS://TOKYOCOUNSELING.COM/JP/</a>
HIA SUPPORT	If you are recommended for psychosomatic medicine/a mental health clinic visit, your medical insurance covers 70% of these services.	N/A

KOREA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
COUNSEL24	Counsel24 provides 24-hour counseling and mental health support for people in South Korea.	<a href="https://www.counsel24.com/">HTTPS://WWW.COUNSEL24.COM/</a> TEL: 1566-2525
MENTAL HEALTH CENTER CRISIS COUNSELING	Mental Health Center Crisis Counseling offers 24-hour mental health support to South Korea residents.	TEL: 1577-0199
LIFELINE KOREA	Lifeline Korea offers 24-hour telephone service to people in South Korea who are in need of mental health support and counseling .	<a href="https://lifeline-intl.com/">HTTPS://LIFELINE-INTL.COM/</a> TEL: 1588-9191

NEW ZEALAND

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
THAILAND SAMARITANS	This organization connects you to someone to help talk through any problems you may be experiencing.	BANGKOK: (02) 713 6793 ; (02) 713-6791 CHIANG MAI: (053) 225-977/8
OOCA	Ooca is an online platform dedicated to connecting mental health patients with medical professionals through online video calls. Patients may choose their preferred appointment time and doctor, with a starting cost of 300 baht per 15-minute session.	<a href="https://www.ooca.co/">HTTPS://WWW.OOCA.CO/</a>
DEPARTMENT OF MENTAL HEALTH HOTLINE	The DMH's helpline is open 24/7, and even offers online consultations through their Facebook page (facebook.com/pg/helpline1323) from 5-10pm. Note that the consultants on the hotline, while professionally trained, are not medical professionals. Patients with serious conditions are still encouraged to seek out help from mental health doctors. The service is completely anonymous.	TEL. 1323 (THAI)
THE LOWDOWN	Lowdown helps people understand what their feelings are when they feel low, detecting feelings of anxiety or depression. Their hotline is available 24/7.	<a href="https://thelowdown.co.nz/">HTTPS://THELOWDOWN.CO.NZ/</a> TEL: 0800 111 757

NORWAY

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
SIDETMEDORD	A community where you can share your experiences anonymously and discuss with others who might be going through something similar. You can also chat with moderators if you need some more direct support.	<u>SIDETMEDORD</u>
MENTAL HEALTH	An overall resource website that links to various mental health support groups and charities within Norway.	<u>HTTP://MENTALHELSE.NO/</u>

PARAGUAY

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
MINISTERIO DE SALUD PUBLICA Y BIENESTAR SOCIAL/ SALUD MENTAL	Tiene como Misión dirigir la aplicación de la Política Nacional de Salud Mental con normativas para optimizar los servicios de promoción, prevención, tratamiento, rehabilitación, reinserción y el monitoreo de las acciones a fin de lograr una mejor la calidad de vida y salud de la población del Paraguay.	RESPONSABLE: DRA. MIRTHA RODRÍGUEZ ROSSI CORREO ELECTRÓNICO: <a href="mailto:SALUDMENTAL@MSPBS.GOV.PY">SALUDMENTAL@MSPBS.GOV.PY</a> TELÉFONO: 021 214936   HORARIO: 07:00 A 15:00
UNIVERSIDAD NACIONAL DE ASUNCIÓN - CARRERA DE PSICOLOGÍA.	Atención telefónica Gratuita de Primeros Auxilios Psicológicos.	595 994 313 414   LUNES A SABADOS DE 08:00 A 20:00 HS



P O L A N D

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
ANONIMOWY PRZYJACIEL OLSZTYN	A confidential 24/7 phone line open to anyone looking to talk someone about their emotional wellbeing.	<a href="http://telefonzaufania.org/">HTTP://TELEFONZAUFANIA.ORG/</a> TEL: 89 19288 OR 89 527 00 00
SUPPORT CENTER FOR PEOPLE IN A STATE OF CRISIS	Contact the Mental Crisis Support Center where psychologists are on call ready to listen and help you find healthy solutions.	<a href="https://liniawsparcia.pl/">HTTPS://LINIAWSPARCIA.PL/</a> TEL: 800 70 2222

RUSSIA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
EMERCOM	Professional psychologist support over the phone 24/7 from the Russian ministry of emergency situations.	<u>EMERCOM</u> TEL: +7 (495) 989–50-50
FAMILY CONNECTIONS	Free psychological support for individuals and families experiencing emotional and behavioral challenges.	<u>FAMILY CONNECTIONS</u>
PHONE PSYCHOLOGICAL CONSULTATION “YAROSLAVNA”	Graduates of the Institute of Practical Psychology and Psychoanalysis work on the line, ready to help you in emergency situations and provide emotional support.	TEL: +7 (495) 120–16-60
LINE OF HOPE	The People to People charitable organization offers a helpline connecting people with a professional psychologist who can help address depressive situations and provide moral support.	TEL: 8 800 201–76-10
PSYSOVET	More than 500 certified psychologists work with the service. Visit the website to learn how to receive a free consultation.	<u>HTTPS://WWW.PSYSOVET.RU</u>
B17.RU	A free consultation can be obtained on the site's forum. To do this, you need to register, choose a psychologist, formulate your problem and create a topic. A chat with a psychologist will be open to forum visitors.	<u>HTTPS://WWW.B17.RU/FORUM/</u>
WE ARE NEARBY2020	This organization provides a platform where people can seek mental health support. Visit the site for more information.	<u>WE ARE NEARBY2020</u> WHATSAPP AT +7 958 577-17-35

SAUDI ARABIA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
CIGNA (COMPANY PROVIDED MEDICAL)	<p>Cigna has their own employee assistance support program, which allows you to contact Cigna for any work, personal, or family related issue. This includes short-term professional counseling and telephonic support. Topics include, but not limited to:</p> <ul style="list-style-type: none"><li>- Balance between work and home</li><li>- Handling stress</li><li>- Managing anxiety &amp; depression</li><li>- Surviving the loss of a loved one</li></ul>	<a href="#">CIGNA ENVOY PORTAL</a>
PSYCHOLOGICAL counseling CONTACT CENTER	<p>Psychological Counseling Contact Center offers emotional support to people in Saudi Arabia who are in distress, in crisis or at risk of suicide.</p>	TEL: 920 03 33 60

SINGAPORE

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
SINGAPORE ASSOCIATION FOR MENTAL HEALTH	This company aims at improving the lives of persons with mental health issues through rehabilitation and reintegration. They work with children, students, and adults. They help people at every step of their recovery journey, while also providing emotional and practical support to their families and caregivers. There is an abundance of support material on their website, including coping strategies and a helpline.	<u>SAMH</u> TEL: 1800-283-7019
SILVER RIBBON	Silver Ribbon provides basic complimentary counseling services across Singapore for those who need support.	<u>SILVER RIBBON</u> <u>INFO@SILVERRIBBONSINGAPORE.COM</u>
CARAUNMASK	A safe space to share how you feel, because how you feel matters. The community is made up of people facing mental health challenges and people who care and support them.	<u>HTTPS://WWW.CARAUNMASK.COM/</u>

SOUTH AFRICA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
LIFELINE	LifeLine provides counseling and connects with people, giving them the tools they need to better handle stress and improve their emotional health. You can either speak to us via the telephone or drop into our centres for face to face counseling .	<u>LIFELINE</u> TEL: 0861 322 322
SADAG MENTAL HEALTH	SADAG is Africa’s largest mental health support and advocacy group. On the website you will find comprehensive mental health information and resources to help you, a family member or loved one.	<u>HTTPS://WWW.SADAG.ORG/</u> TEL: 011 234 4837

SPAIN

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
AGIFES	A nonprofit aimed at normalizing and de-stigmatizing mental health disorders. They offer resources and support through other people who have experienced similar issues.	<a href="https://www.agifes.org/">HTTPS://WWW.AGIFES.ORG/</a>
TELEFONO DE LA ESPERANZA	This organization offers crisis intervention, promotion of emotional health, loneliness prevention programs, and a helpline.	<a href="#">TELEFONO DE LA ESPERANZA</a> TEL: 717 003 717



SWEDEN

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
MIND	Through interpersonal conversations, dissemination of knowledge and advocacy work, we want to reduce the stigma and shame surrounding mental illness and increase the conditions for mental wellbeing for all. There is an online chat function, forum and telephone number to call.	<u>CHAT FUNCTION</u> TEL: 020-85 20 00
1177	Helpline for non-urgent healthcare issues & medical advice available 24/7	<u>HTTPS://WWW.1177.SE/</u>
KVINNOFRIDSLINJEN – SWEDEN’S NATIONAL WOMEN’S HELPLINE	Kvinnofridslinjen offers the help of social workers and nurses providing support to people in crisis or in difficult life situations. They are bound by professional secrecy and your call is anonymous.	TEL: 020-50 50 50

TAIWAN

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
TAIWAN LIFE LINE INTERNATIONAL (KAOHSIUNG LIFE LINE)	Life Line is an international telephone counseling agency, dedicated to suicide prevention - this is a free service available 24/7.	<u>LIFE LINE</u> TEL: 1995
COMMUNITY SERVICES CENTER	The Community Services Center is a nonprofit organization that provides a support network of counseling , activities, events, cross-cultural education, and information services to meet the needs of the whole international community in Taipei and throughout Taiwan.	TEL: (02) 2836 8134 / 2838 4947 (9AM-5PM MONDAY-FRIDAY) AFTER HOURS CRISIS LINE: 09 3259 4578
MENTAL HEALTH ASSOCIATION IN TAIWAN (MHAT)	The Mental Health Association in Taiwan (MHAT) is engaged in the promotion of mental health awareness, specifically in mental illness prevention and the development of treatment and intervention. It is also MHAT’s aim to make mental health a global priority among all people and nations.	TEL: (02) 2557-6980

THAILAND

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
THAILAND SAMARITANS	This organization provides support to those who are feeling vulnerable or suicidal, and allows you to connect to someone and talk through any problems you may be experiencing.	BANGKOK: (02) 713 6793 ; (02) 713-6791 CHIANG MAI: (053) 225-977/8
OOCA	Ooca is an online platform dedicated to connecting mental health patients with medical professionals through online video calls. Patients may choose their preferred appointment time and doctor, with a starting cost of 300 baht per 15-minute session.	OOCA.CO
DEPARTMENT OF MENTAL HEALTH HOTLINE	The DMH's helpline is open 24/7, and even offers online consultations through their Facebook page (facebook.com/pg/helpline1323) from 5-10pm. Note that the consultants on the hotline, while professionally trained, are not medical professionals. Patients with serious conditions are still encouraged to seek out help from mental health doctors. The service is completely anonymous.	TEL. 1323 (THAI)

UNITED ARAB EMIRATES

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
CIGNA (COMPANY PROVIDED MEDICAL)	<p>Cigna has their own employee assistance support program, which allows you to contact Cigna for any work, personal, or family related issue. This includes short-term professional counseling and telephonic support. Topics include, but not limited to:</p> <ul style="list-style-type: none"><li>- Balance between work and home</li><li>- Handling stress</li><li>- Managing anxiety &amp; depression</li><li>- Surviving the loss of a loved one</li></ul>	<p><u>CIGNA ENVOY PORTAL</u></p>
MAUDSLEY HEALTH (ABU DHABI)	<p>The services provided by this organization are comprehensive and include particular strengths in eating disorders and neurodevelopmental disorders. The services included are:</p> <ul style="list-style-type: none"><li>- Child and adolescent mental health</li><li>- Eating disorders</li><li>- Adult mental health, including couples therapy, and dialectic behavior therapy</li></ul>	<p><u>MAUDSLEY HEALTH</u></p> <p>TEL: +971 2 610 7777</p>
NATIONAL PROGRAM FOR HAPPINESS & WELLBEING (ABU DHABI)	<p>Aiming to elevate mental health in the community, our line provides mental support to individuals via a group of trained volunteers including leading psychologists and mental health professionals.</p>	<p><u>NATIONAL PROGRAM FOR HAPPINESS AND WELLBEING</u></p> <p>TEL/WHATSAPP: 800 4673</p>
THRIVE WELLBEING CENTRE (DUBAI)	<p>This organization provides free webinars and support groups for adults, parents, educators, and students.</p>	<p><u>INFO@THRIVE.AE</u></p> <p>TEL: +971 56 895 2347</p>

UNITED ARAB EMIRATES CONT.

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
DUBAI FOUNDATION FOR WOMEN & CHILDREN	The Dubai Foundation for Women and Children (DFWAC) is the first licensed nonprofit shelter in the UAE for women and children victims of domestic violence, child abuse, and human trafficking. It was established to offer victims immediate protection and support services in accordance with international human rights obligations.	<a href="mailto:HELP@DFWAC.AE">HELP@DFWAC.AE</a> TEL: 04-6060300
7 CUPS (DUBAI)	7 Cups Communities provides a compassionate place to discuss issues you are struggling with and a place where you can offer support to others who need it based on your own experiences.	<a href="#">REGISTER FOR ONLINE CONSELING HERE</a>

UNITED KINGDOM

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
BUPA (COMPANY PROVIDED MEDICAL)	Bupa offers a direct access service for mental health support, which allows you to gain certain treatment (including different therapy) without the need for a GP referral. Using the Bupa Be.Me app you can also access advice, support, and motivation directly on your phone for free! They also offer telephone services for Family Mental Health, if you are concerned about a child’s emotional wellbeing. Only applicable for employees included on Bupa medical insurance, if you are unsure of your eligibility please email <a href="mailto:UKBenefits@endeavorco.com">UKBenefits@endeavorco.com</a>	<a href="#">BUPA TOUCH PORTAL</a> FAMILY MENTAL HEALTH TEL: 0345 266 7938
MIND	Mind offers information and a helpline for mental health support as well as where to get help.	<a href="#">MIND.ORG.UK</a> TEL: 0300 123 3393
CALM	Calm supports men aged between 15 and 35 who are struggling with their mental health.	<a href="#">THE CALM ZONE</a> TEL: 0800 58 58 58
SAMARITANS	The Samaritans offer a charitable telephone support service for free, they are open 24/7. They aim to provide support to anyone who’s struggling to cope, who needs someone to listen without judgement or pressure. It is not only for the moment of crisis, but they are also taking action to prevent the crisis. They give callers ways to cope and the skills to be there for others.	<a href="#">THE SAMARITANS</a> TEL: 116 123
BEAT	This charity is specifically designed to support anyone who may be dealing with an eating disorder, or who is supporting a loved one who is dealing with an eating disorder. The site has coping recourses, recovery advice, practical toolkits and information packs.	<a href="#">BEAT EATING DISORDERS.ORG.UK</a> TEL: 0808 801 0677

UNITED KINGDOM CONT.

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
SHOUT	Shout is a free, confidential, 24/7 text messaging support service for anyone feeling anxious, stressed, depressed, suicidal or overwhelmed, and looking for immediate support	<u>GIVE US A SHOUT</u> TEXT ‘SHOUT’ TO 85258
MENTAL HEALTH	This leading UK charity provides resources to support those suffering with mental health challenges, aimed at educating, connecting, and providing advice.	<u>MENTAL HEALTH UK</u>

UNITED STATES OF AMERICA

LOCAL WELLBEING SUPPORT

PROVIDER	SUPPORT SUMMARY	CONTACT DETAILS
AETNA’S BEHAVIOURAL HEALTH CONDITION MANAGEMENT PROGRAM	Aetna provides advocacy that helps members and caregivers’ access and actively engage in treatment and services. The goal is to attain lasting treatment and healthy behavior change available nationally.	CALL THE NUMBER ON BACK OF YOUR MEMBER ID CARD: 1-800-424-4660, SELECT OPTION 2.
MINUTECLINIC BEHAVIOURAL HEALTH	Credentialed network of experienced therapists who provide in-person and telehealth services. Therapists provide support with BH/EAP services to include: <ul style="list-style-type: none"><li>- Assess and address SDOH needs</li><li>- Diagnosis and deliver therapy</li><li>- Support with navigation to higher level of care when needed</li></ul> Available in CVS® HealthHUBTMmarkets: FL, NJ, PA, TX	MEMBERS CAN REQUEST SESSIONS BY CALLING 1-855-417-2486. THESE PROVIDERS CAN BE LOCATED IN DOCFIND FOR SITES THAT HAVE DEPLOYED BEHAVIORAL HEALTH. <a href="https://www.cvs.com/minuteclinic/services/mental-health-counseling">HTTPS://WWW.CVS.COM/MINUTECLINIC/SERVICES/MENTAL-HEALTH-COUNSELING</a>
TELADOC	Credentialed network of experienced psychiatrists, psychologists, and therapists available for appointments seven days a week, 7 AM-9 PM local time. Sessions are available nation-wide by video only, for ages 18 and above.	1-855-TELADOC(835-2362) <a href="https://www.teladoc.com/aetna/">HTTPS://WWW.TELADOC.COM/AETNA/</a>
BEHAVIOURAL HEALTH RESOURCES	<ul style="list-style-type: none"><li>- Let’s Talk videos</li><li>- Online assessments: Depression and Anxiety</li><li>- MindCheck®onlinetool</li><li>- Informational guidebooks: Mental health awareness for young adults and mental health awareness for parents/caregivers</li></ul> To access these resources and more, go to Aetna.com and login or register. Once logged in, scroll to the “Member Resources” section on the right side of the screen. Select “Mental Health Support & Services” to go to the secure mental health member website.	<a href="https://www.aetna.com">AETNA.COM</a>
NATIONAL SUICIDE PREVENTION LIFELINE	By calling or texting 988, individuals experiencing a mental health crisis can be immediately connected to a local suicide prevention and crisis call center in real time, separate from law enforcement and public safety. The crisis professional that answers the call or text will most likely live in your local community and know about the community resources in your area. They will help you or a loved one identify strategies and immediate solutions to address the precipitating crisis and get you connected to care or support for your ongoing needs.	CALL OR TEXT 988 FOR MORE INFORMATION VISIT <a href="https://suicidepreventionlifeline.org/">HTTPS://SUICIDEPREVENTIONLIFELINE.ORG/</a>