

GroceryAid Services

Introduction

GroceryAid has been providing emotional, practical and financial support for people working in the grocery industry since 1857.

Working in partnership with hundreds of supporters across the trade, we help colleagues within the grocery industry from: Multiple Retailers, Wholesalers, Convenience Stores, Independents, Manufacturers and Service providers.

Any colleague working in the grocery industry can access our emotional and practical support, plus financial advice, from the first day of their employment. After six months of continuous employment, colleagues may be eligible for one of our non-repayable financial grants.

To access these services, colleagues can call our FREE and confidential Helpline which is available 24 hours a day, 365 days a year, and can provide immediate support. More than 200 languages are also supported through the Helpline, on request.

For those colleagues who prefer using the internet, www.groceryaid.org.uk/get-help is where they can read about all the services on offer and the eligibility of each one. Here, colleagues can also find out how to access Woebot, which is an emotional wellbeing app for people over 18 and Kooth which is for 11-25 year olds.

Colleagues can also request more help by emailing welfare@groceryaid.org.uk, or following us on Facebook or Instagram.

Here is a more detailed explanation of GroceryAid services:

Financial Wellbeing

From planning your monthly budget to calculating affordability when borrowing, we have lots of handy tools on our Financial Wellbeing Platform, created in Partnership with Money Helper, to help get your finances back on track.

Find out more: <https://www.groceryaid.org.uk/finances/>

Financial Grants

Our non-repayable grants are designed to help those experiencing an unexpected emergency, a change in circumstances or a sudden gap in income

Colleagues can apply for a grant if: They are currently working in the grocery industry and can evidence the last six months employment with the same company. A maximum of one grant in 12 months.

- They are no longer working in the grocery industry, but previously worked in it for five years or more (the time worked doesn't have to be continuous and can be with multiple companies). A maximum of one grant.
- Household net income and savings meet GroceryAid's financial criteria.

Find out more: <https://www.groceryaid.org.uk/get-help/financial-assistance/>

Practical Advice & Support

Colleagues can access practical support including Telephone Information Specialists who are available Monday to Friday 8am-8pm and able to give the same information and advice as Citizens Advice on general and practical day to day issues. Advice on debt management, benefits, legal and gambling are also available through the Helpline and our charity partners.

Find out more: <https://www.groceryaid.org.uk/get-help/practical-support/>

Carers Support

GroceryAid supports grocery colleagues who give care to, or who are cared for by others in their household. Carers can access emotional and practical support through the Helpline and might be eligible for a Carer's Gateway grant.

Find out more: <https://www.groceryaid.org.uk/practical/carers-support/>

Online Health and Wellbeing Support

For general support on health and wellbeing GroceryAid has partnered with Rightsteps to provide specialist online support whenever you want or need it. The self-help information includes factsheets and guided self-learning modules.

Find out more: <https://www.groceryaid.org.uk/emotional-support/>

Emotional AI Support- Woebot

Woebot is a personal mental health chatbot that allows a user to access in the moment emotional support 24/7. Woebot allows a user to track their mood, identify patterns and give insight into issues or concerns that the user may not have realised were causing emotional distress.

Download the app for iPhone or Android and use the promo code **groceryaid1** to access the full service.

Find out more: <https://www.groceryaid.org.uk/get-help/woebot/>

Emotional/ Counselling Support

GroceryAid offers a wide range of support services for people struggling with stress, anxiety, low mood or depression. Counselling is available from a BACP accredited counsellor for 'in the moment' support and for those who need a more in-depth approach to mental wellbeing. Colleagues can call

the 24/7 free and confidential Helpline where they can be assessed and referred for up to six sessions of counselling.

Find out more: <https://www.groceryaid.org.uk/get-help/counselling/>

Emotional Counselling/ Young People

Kooth is an anonymous online mental health and emotional wellbeing support service for children and young people 11-25 years old. The digital platform gives free, confidential online counselling and support to students and young people. This service can be accessed throughout the UK by visiting the GroceryAid website and clicking through to the unique Kooth landing page.

Find out more: <https://www.groceryaid.org.uk/get-help/kooth/>

Emotional Counselling/ Relationships

In partnership with the registered charity Relate, we can offer access to free relationship counselling and support for people working in the grocery industry. Counselling sessions are available for families, couples and dependants.

Colleagues can access this support by visiting the GroceryAid website and applying using the application form.

Find out more: <https://www.groceryaid.org.uk/get-help/relationship-counselling/>

Workplace Critical Incident Support

GroceryAid offers specialist support to help grocery colleagues deal with the trauma of witnessing or being involved in a critical incident in the workplace such as an accident, robbery or assault.

An employer, witness or victim can contact the free and confidential 24/7 Helpline for 'in the moment' emotional support. An employer or manager can activate the on-site trauma support service by contacting the 24/7 free, confidential Helpline after an initial assessment has been made to give support on site.

Find out more: <https://www.groceryaid.org.uk/get-help/workplace-critical-incident/>

Workplace Management Support

Through our Helpline partner Care first, we can offer extra support and resources for managers on issues such as managing change, critical incidents, and effective workplace performance.

Find out more: <https://www.groceryaid.org.uk/get-help/management-support/>