

vetlife

Support for the
veterinary community

Help us to continue our vital work



“ Being able to
talk to someone,
who did not judge,
was a huge step
forward. ”

www.vetlife.org.uk

vetlife

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veterinary community



Support Vetlife Now

020 7908 6385

info@vetlife.org.uk

www.vetlife.org.uk


helpline


financial
support


health
support

Welcome

Providing support for the veterinary community can mean many things to different people. At Vetlife it is quite simply a commitment to be there for those seeking confidential emotional support; it is about providing professional assistance for those experiencing mental health difficulties, and it is the offer of financial support for veterinary surgeons and their dependants in times of hardship.

These commitments require resources.

To meet these three major charitable objectives we rely on just a few permanent staff to administer all of the services; the carefully selected and trained volunteers who respond to contacts for help whenever and from whomever the call comes; the voluntary representatives who visit and provide personal contact for those with financial and other problems - and the many wonderful people and organisations who help in so many ways to provide the necessary funds and resources which enable it all to happen.

You can be part of the support.

The growth in demand for our services over recent years, together with the ever increasing complexities to which we must constantly adjust, has brought the need to expand necessary training, administrative support and improved IT and communications. All of these draw increasingly on our financial resources. In short, we face the real concern that the calls for assistance from those in our veterinary community may steadily outstrip our reserves and our ability to meet the demand without an increase in our funds.

Can I therefore ask you for your help?

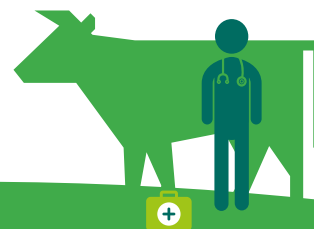
Your financial support means your logo will be featured on our supporters' web page; we will post your support on social media and in our newsletter; we will provide advertising materials for use in your internal newsletter and a Vetlife Ambassador will be available to talk to your staff about the work we undertake with materials and literature to help signpost individuals to Vetlife services should they need them. But, most importantly, your financial support means that Vetlife can make a difference to somebody's life by providing help where and when it is needed – that person may possibly even be a member of your organisation.

If you would like to learn more about what your organisation could do to help, please contact us and we will be pleased to provide any further information you may require.

If you already support Vetlife – thank you so much.



Graham Dick
Vetlife President






What we do

- Vetlife provides independent, confidential and free help via the 24/7/365 **Vetlife Helpline**.
- Everyone in the veterinary community is welcome to contact the Helpline for support. The Helpline is run by trained volunteers, all of whom are veterinary professionals.
- As well as the Helpline, Vetlife funds and manages **Vetlife Health Support and Vetlife Financial Support** (Financial Support is currently only available to veterinary surgeons and their dependants).





“Vetlife are an essential part of my support system – not just for the financial help but because I know that they have always done all they can to support me and I have grown to trust them.”

A woman with long blonde hair, wearing blue scrubs and a black smartwatch, is working in a pharmacy. She is looking down at a counter, possibly handling a small object. In the background, there are shelves stocked with various medications and boxes. A green speech bubble is overlaid on the image, containing text about the Vetlife Helpline.

The Vetlife Helpline is the first port of call for support. Helpline volunteers can then signpost to other Vetlife services such as Financial or Health Support where needed.

Vetlife Helpline

Everything said to
Vetlife Helpline is
confidential - it is a
safe place to talk.

Vetlife Helpline offers confidential emotional support to everyone in the veterinary community. Helpline volunteers won't judge or tell callers what to do, but will listen and give time and space to explore a way forward. If referral for specialist help is needed, available options can be signposted.

Any communication through the Helpline is completely confidential and there is no need for callers to identify themselves.



Listening and support service

Helpline is available 24 hours a day to anyone in the veterinary community, this includes vets, vet nurses, students, practice managers, VCAs, support staff, and others.

Confidential, non judgemental

Vetlife Helpline is completely confidential and non-judgemental. We listen, explore options, and where needed can signpost to other services.



Phone and email

All phone calls are live-answered, if the helper on duty is busy we may take a message but will call back within an hour.



All emails are responded to within 24 hours.



Single point of contact

People accessing Vetlife Health Support and Vetlife Financial Support access Vetlife Helpline as their first point of contact, and we refer them as needed.

Vetlife Helpline

In 2019, our busiest year ever...

...we responded to

3117
enquiries



this included

1896
emails



and

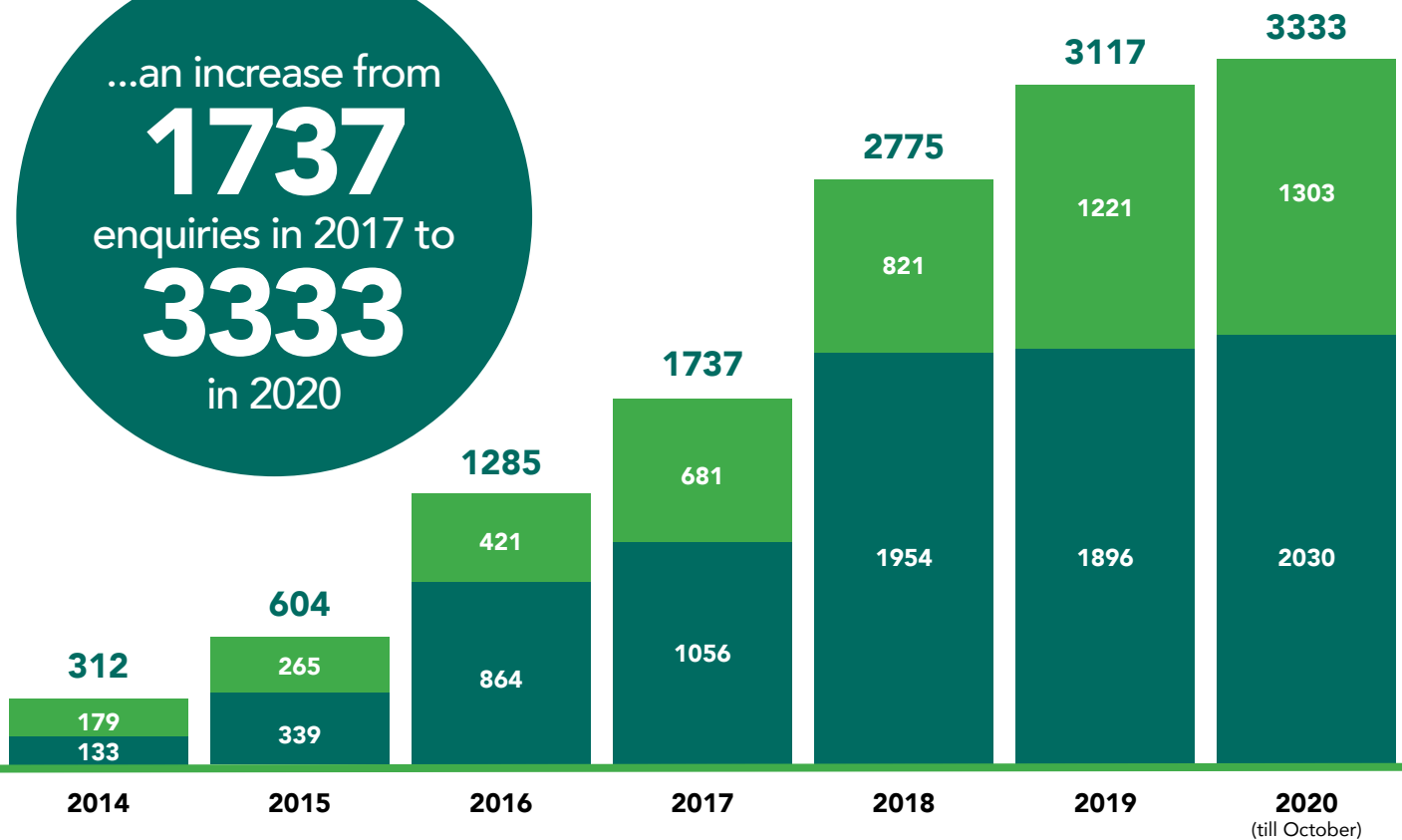
1221
phone calls/
face to face





Total calls & emails to the Vetlife Helpline

...an increase from
1737
enquiries in 2017 to
3333
in 2020



Phone

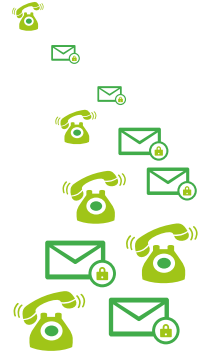


Email



Vetlife Helpline

TOTAL CALLS AND EMAILS



The Vetlife Helpline was established in 1992 as a telephone service.

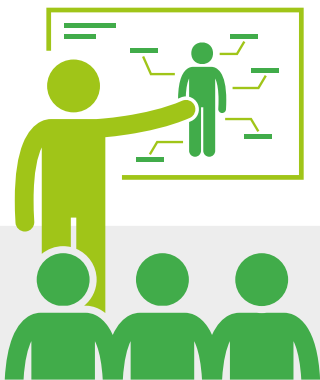


In 2014 the Helpline evolved to include contact through a confidential anonymised email service.



An increase in those seeking assistance, and the improved awareness of Vetlife services, have led to a significant growth in contacts to the Helpline.





To maintain our service to all in the veterinary community, we are recruiting and training more Helpline volunteers.




This carries with it an increase in costs as volunteers are brought to training centres from around the country.

Future need

We hope to introduce contact via text but there are significant cost implications





Our mental health professionals will offer an assessment and advice or care management, with guidance and support to ensure the appropriate care is provided.

Health Support

Vetlife Health Support offers free help to anyone in the veterinary community who is experiencing mental health difficulties, including, but not limited to:



Who are the Vetlife Health Support team?

Vetlife Health Support is made up of a team of mental health professionals comprising psychiatrists, mental health nurses and therapists who have years of experience working in mental health.

Their recommendations and any treatment will be based on what has been proven to be successful, backed up by the latest evidence and research.



Financial Support



There may be times in our lives when we run into financial difficulties. Usually because of a major change of some kind, such as a health problem or the breakdown of a relationship. Vetlife will look at all contributing circumstances in order to better understand the financial issues and so help to plan a way forward.

Although Vetlife is currently only able to offer Financial Support to veterinary surgeons and their dependants that are resident in the UK, we may be able to refer registered veterinary nurses or veterinary students to another charity.

What sort of help is given?

- **Emergency assistance**
- **Regular monthly grants**
- **One-off gifts**
- **Professional advice on State benefits and debt**
- **Access to CPD for those who qualify**
- **Bungalow accommodation in Dorset**



“ Vetlife has been there to support me through this extremely difficult period of my life. ”

I do not know what I would have done without their intervention.

My beloved career as a Vet was abruptly cut short after a devastating mental breakdown, soon followed by significant and ongoing deterioration with my physical health.

Once my savings had run out, I was struggling to cope with the extreme pressures of financial hardship and had the constant worries of day-to-day living on benefits.

Vetlife has been extremely supportive, both financially and emotionally, & their network of representatives is always available to provide help & guidance to assist me along each step of the way. I cannot praise you highly enough.

An enormous “Thank You” to everyone involved!

Applications for support are considered from any UK resident current or previously registered veterinary surgeon who is :-

unable to work as a result of ill health

dependent on deceased veterinary surgeon

retired veterinary surgeon without means

in need of short term assistance



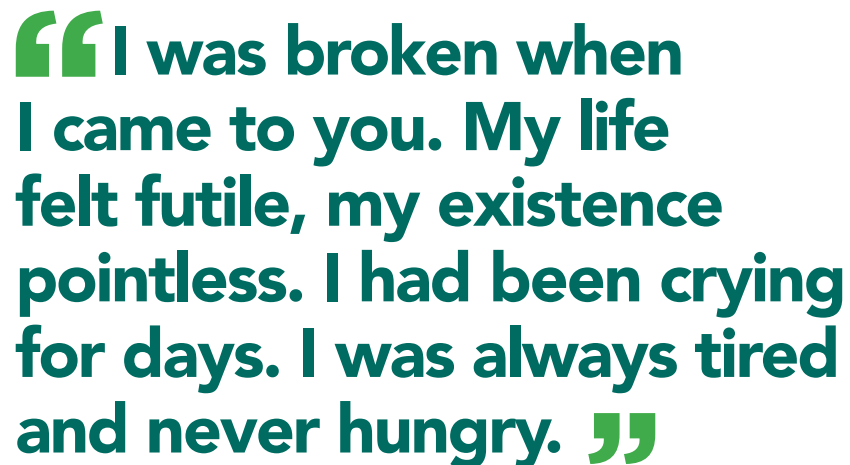

financial support

Who we help

We help all in the veterinary community. There is no need to be a member of Vetlife or any other veterinary organisation to access our support.

Some examples of those Vetlife support are:

- Dependants of Veterinary Surgeons
- Practice Managers and non-clinical staff
- Recent Graduates
- Students
- Registered Veterinary Nurses
- Veterinary Surgeons



“I was broken when I came to you. My life felt futile, my existence pointless. I had been crying for days. I was always tired and never hungry. ”



Who we are

EXECUTIVE BOARD OF TRUSTEES

Graham Dick President	Paul Horwood Honorary Treasurer	John Chitty Honorary Secretary	Katie Moore Chair of VHS and VHL	Adrian Nelson-Pratt Chair of Communications Committee
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BOARD OF TRUSTEES

Danny Chambers Trustee	Paul Freeman Trustee	Richard Killen Trustee	Ewan McNeill Trustee	Kirstie Pickles Trustee	James Russell Trustee	Nichola Saunders Trustee
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The Board of Vetlife consists of a maximum of 12 Trustees, appointed from the membership by the Membership of the Charity. A maximum of 5 of these Trustees are elected by the Board as officers and comprise the Charity Executive representing key areas addressed by the charity.

VETLIFE STAFF

Derek Thorpe Company Secretary	Joanne Driver Operations Manager	Sabrina Singh Administrator	Kemi Animashaun Financial Support Casework Officer	Eve Ritchie Communications Officer
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The Vetlife permanent employed staff are based in offices co-located in the building of the British Veterinary Association (BVA), Mansfield Street, London. The Operations Manager and Financial Support Casework Officer are full time dedicated to Vetlife with part-time support from the Administrator and the Communications Officer. The Company Secretary is also engaged by the BVA, with relevant time allocation recovered from Vetlife.





“I was clearly struggling – visibly I was losing weight, I appeared exhausted due to insomnia, I was tearful and my hands were shaking.”

External experts

March on Stress

March on Stress (MoS) - was selected following extensive review of support needs and available resources in 2016. This followed a Request for Quotation (RFQ) process conducted by Vetlife amongst potential suitable service suppliers. MoS has since worked closely with Vetlife Health Support to transfer previous existing cases and to provide the necessary counselling and support service to those identified by Vetlife as likely to benefit from this assistance.

Moneypenny

Moneypenny – is one of the largest telephone answering and remote Personal Assistant (PA) services enabling rapid and fully confidential initial response to inbound contacts to the Helpline. A dedicated line ensures that callers are logged and encrypted to enable a confidential call back connection by a duty Helpline volunteer 24/7, 365 days a year.

Dr Rosie Allister

Dr Rosie Allister - Helpline Manager, is a veterinary lecturer at the Royal Dick Vet School in Edinburgh. She is a researcher in mental health and wellbeing. She has been a volunteer on Helpline since 2008 and has led Helpline since 2010.



“My brain turned against me during my depression, but you instantly joined my side of the battle. You reassured me.”

How to support us

We're dependent on your support and there are many valuable and essential ways you can help us.

Choose Vetlife as your 'Charity of the Year'



Supporters have selected Vetlife as their Charity of the Year and raised funds in return for publicity on our social media and in the veterinary press.

Donations



Make a donation to Vetlife to show your organisation cares about the wellbeing of your staff. More and more people are recognising the importance and relevance of mental health and more and more organisations want to publicly demonstrate their support.

Staff Fundraising



Fundraising for Vetlife is a great way of motivating staff, encouraging creativity, improving communications and promoting team-building.

We can help you to find a challenge that suits your team and then do our best to attract positive press coverage.

Payroll giving



With a gift through your payroll, you can help us continue to support the veterinary community. Payroll giving, sometimes called 'Give as you Earn', is a really easy way to give regular support to Vetlife. Donations from your payslip are made before tax, so your gift could be worth up to 40% more.

Donate a stand at one of your events



Do you have space available at one of your upcoming events? By supporting us with a free stand space at one of your events we can share with your community the important work that Vetlife does. Your company and values can link to Vetlife and publicly demonstrate your support to the veterinary community.

Purchases that give back



Support Vetlife with 'Purchases that give back' – products that donate a percentage of the proceeds of sales to our charity. This is a wonderful way to raise your company profile and support the work Vetlife does in supporting the veterinary community.

Some of our supporters

We work with companies to create partnerships which help us create lasting change and ensure that everyone in the veterinary community has the support they need.



The supporters of Vetlife play an important role in ensuring that our work can continue to meet demand.

Additional funding is vital for Vetlife to continue supporting all those in the veterinary community in need of assistance through our three services.



Why support us?

More and more people are recognising the importance and relevance of mental health, and an increasing number of organisations want to publicly demonstrate their support.

Becoming a supporter and partnering with Vetlife will bring lasting benefits to your organisation. Whether you're looking to engage employees and customers in a unique way or strengthen brand awareness and purpose, we'll work with you to ensure your partnership with us achieves shared value and impact.



Brand awareness

Our supporter opportunities provide:

- **presence on the Vetlife website and social media**
- **positive brand association**



Employee engagement

Supporting us will help:

- **demonstrate to your employees, customers and potential customers your company's commitment to an issue that affects lives every day**
- **boost staff morale**
- **generate positive PR opportunities**



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 VetlifeVBF  @VetlifeVBF

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