

**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](http://www.vetlife.org.uk)

# vetlife

Support for the  
veterinary community



Support Vetlife Now

**020 7908 6337**

**emmah@vetlife.org.uk**

**www.vetlife.org.uk**



# 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, veterinary nurses and their dependants in times of hardship.**

## **These commitments require resources.**

To meet these three major charitable objectives we rely on just a small number of 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 contact 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?**

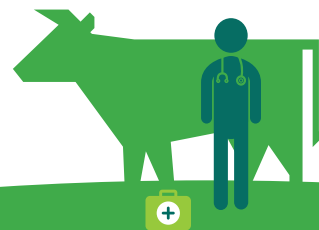
Your financial support means your logo will be featured on our supporters' web page; we will post your support on social media and in our newsletter; we can provide a variety of materials for use in your internal communications and a Vetlife Ambassador will be available to talk to your staff about the 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 is a charity which provides support to members of the UK veterinary community and their families.
- Vetlife funds and manages **Vetlife Helpline**, **Vetlife Health Support** and **Vetlife Financial Support**.




“I would like to thank all of the Vetlife volunteers for the incredible service and help that they provide.”





**“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 young woman with long blonde hair, wearing blue medical scrubs, is shown in profile, looking down at a task. She is in a pharmacy or medical setting, with shelves of medicine boxes visible in the background. A green speech bubble is overlaid on the image, containing a testimonial. She is wearing a black smartwatch on her left wrist.

**“ I will never have enough words to express how helpful this was for me when I was going through a very difficult period in my life. ”**

# Vetlife Helpline

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.

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



**24/7,  
365 days**

## 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.

# Vetlife Helpline

In 2021

...we responded to

**3390**  
enquiries



this included

**1851**  
emails



and **1539**  
phone calls

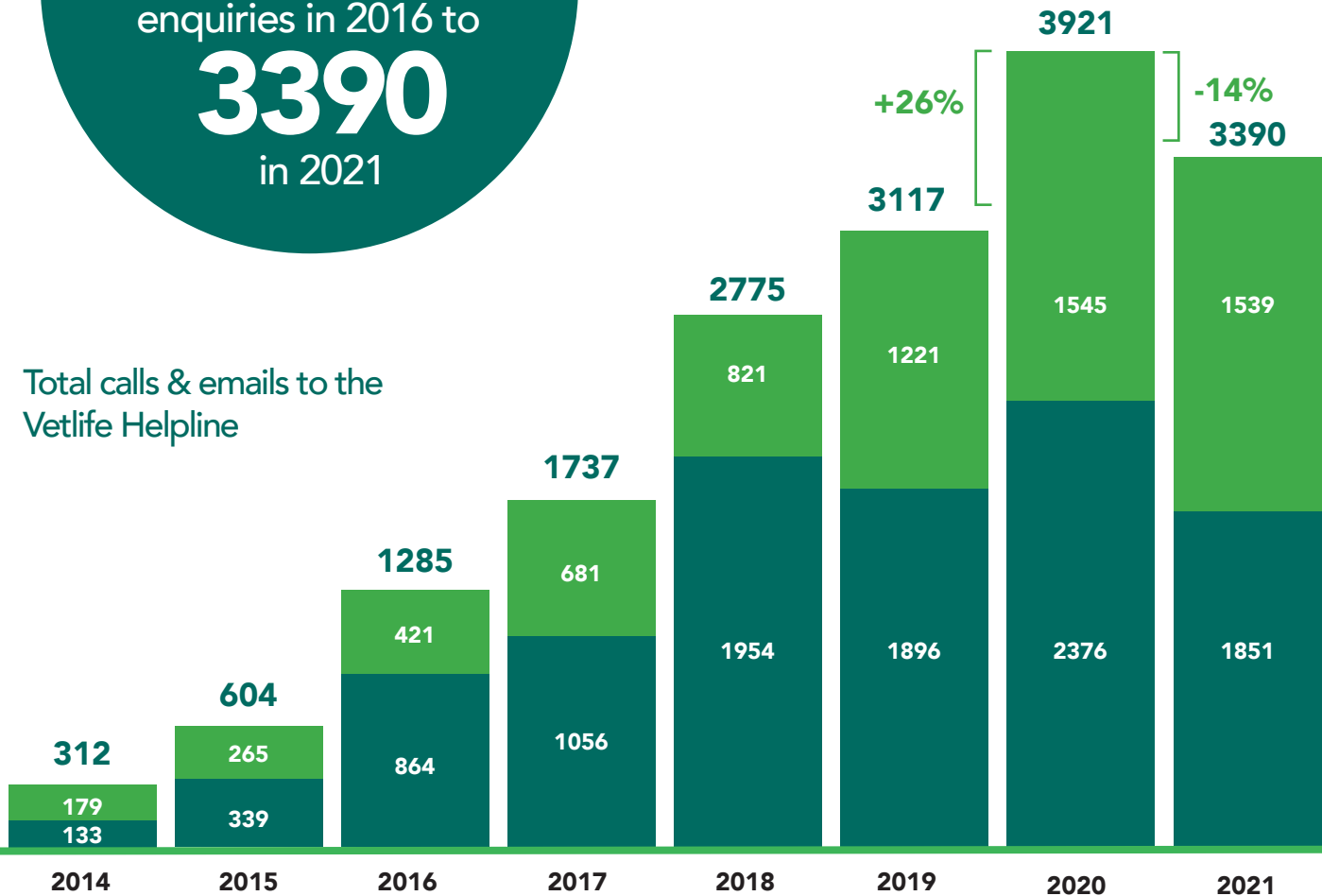






In **5 years**  
an increase from  
**1285**  
enquiries in 2016 to  
**3390**  
in 2021

Total calls & emails to the  
Vetlife Helpline



Phone

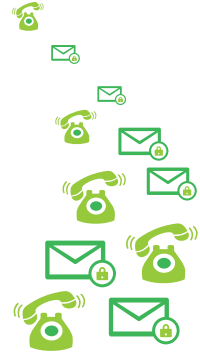


Email



# Vetlife Helpline

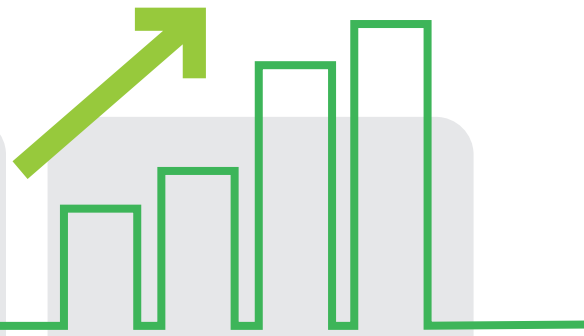
## TOTAL CALLS AND EMAILS



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

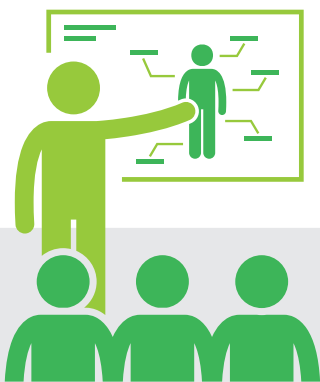


In 2014 the Helpline evolved to include contact through a confidential anonymised email service.



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 and Financial Support volunteers.



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

### **Future need**

Additional funding is required to enhance contact options through a secure texting service.



# Vetlife Health Support

Vetlife Health Support offers free help to veterinary surgeons, veterinary nurses and students who are 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.

In 2021, we supported  
**187**  
people





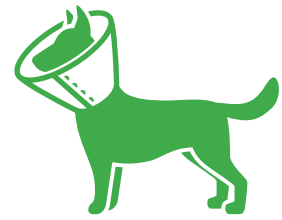
**£224k**

spent on Health  
Support in 2021

£

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

# Vetlife 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.

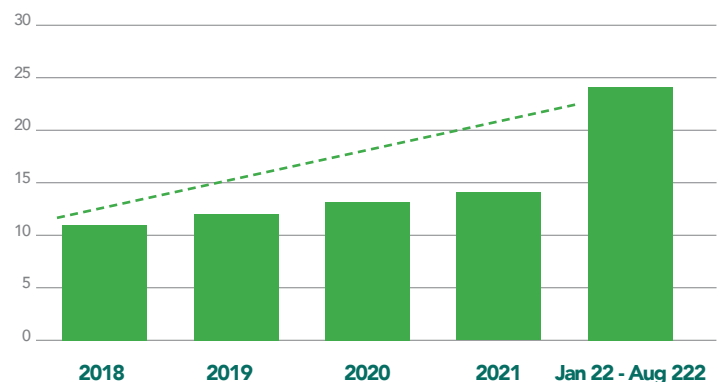
Vetlife currently offers Financial Support to veterinary surgeons, veterinary nurses and their dependants that are resident in the UK, although we may be able to refer veterinary students to other sources of support.

## What sort of help is given?

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

**£242k**  
spent on Financial  
Support last year

## Applications to Financial Support





## “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 or veterinary nurse who is :

**unable to work as a result of ill health**

**dependent on deceased veterinary surgeon or nurse**

**retired and without means**

**in need of short term assistance**

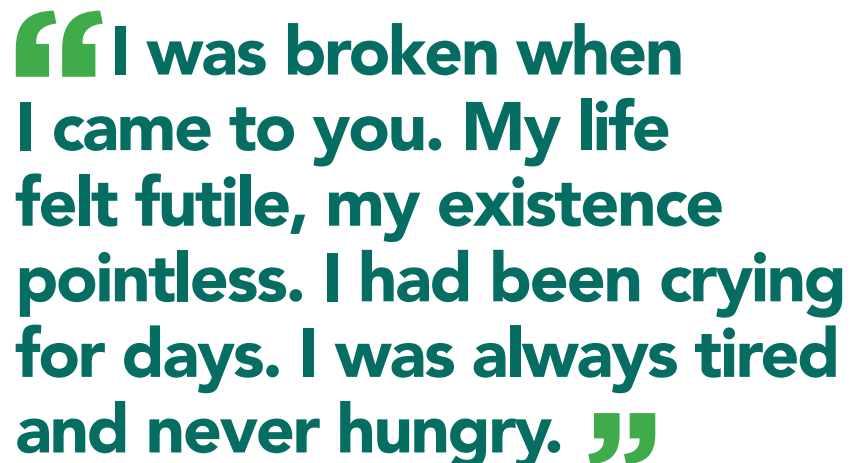


# Who we help

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 or Veterinary nurses
- 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

<b>Graham Dick</b> President	<b>Paul Horwood</b> Honorary Treasurer	<b>John Chitty</b> Honorary Secretary	<b>James Russell</b> Chair of VHL	<b>Nichola Saunders</b> Chair of VHS
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## BOARD OF TRUSTEES

<b>Danny Chambers</b> Trustee	<b>Paul Freeman</b> Trustee	<b>James Glass</b> Trustee	<b>Robyn Lowe</b> Trustee	<b>Kirstie Pickles</b> Trustee	<b>Adrian Nelson-Pratt</b> Trustee	<b>Jo Oakden</b> 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

<b>Derek Thorpe</b> Company Secretary	<b>Joanne Driver</b> Operations Manager	<b>Sabrina Singh</b> Administrator	<b>Kemi Animashaun</b> Financial Support Casework Officer	<b>Eve Ritchie</b> Communications Officer	<b>Emma Helbert</b> Donor Relations Manager	<b>Alethea Hawley</b> Financial Support Casework Administrator
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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 Officers are full time dedicated to Vetlife with part-time support from the Administrator, Donor Relations Manager 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.”



# Become a Corporate Supporter

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



A tremendous opportunity for staff engagement and to show your support of the veterinary community.

## Donation



Making a one off donation to Vetlife, demonstrates your support and commitment to mental health and wellbeing to both employees and the industry.

## Hold a Vetlife Day



Dedicating just one day in the year to pull together and fundraise for Vetlife is a great way of motivating staff, encouraging creativity and promoting team building whilst having fun.

## Utilise your Marketing Channels



Raise awareness of Vetlife amongst clients, employees and followers, promoting both Vetlife services and our need for generous fundraisers.

## Sponsor an initiative



We have a variety of activities requiring sponsorship to offer. Sponsors are recognised in extensive communications and benefit from both branding and positive association with Vetlife's work.

## 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.

# 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?

**Employee mental health is a priority for many organisations and supporting Vetlife actively demonstrates this commitment.**

Demand for Vetlife services has risen dramatically in recent years and the generosity of our corporate supporters allows us to be there 24/7 for every member of the community in times of need. Becoming a Corporate Supporter of Vetlife shows your company's support for the veterinary community.



## Benefits of being a Vetlife corporate supporter

- **Demonstrate your active support of the veterinary community**
- **Improve staff engagement** Choosing Vetlife as your Charity Year or simply holding a Vetlife Day will give your staff a shared cause they can support together - a great way to boost staff morale, encourage team building and create positive PR opportunities
- **Reinforce your commitment to employee wellbeing** Vetlife will provide graphics for you to promote your support of Vetlife to colleagues. You will also receive a Certificate of Thanks to display
- **High profile branding** Your logo will feature on Vetlife website for pledges of £5,000 or more per annum, additionally we will offer branding opportunities to clearly align your company with a Vetlife project where appropriate
- **Social posts on Facebook, Twitter and Instagram** highlighting your support
- **PR to veterinary press** highlighting your support where appropriate
- **Monthly newsletter inclusion** highlighting your support to our subscribers
- **Tax benefits** Your charitable donations can be deducted from pre-tax profits

**Support Vetlife Now**

**020 7908 6337**

**[emmah@vetlife.org.uk](mailto:emmah@vetlife.org.uk)**

**[www.vetlife.org.uk](http://www.vetlife.org.uk)**

# I vetlife

**vetlife**

Support for the  
veterinary community

 Vetlifecharity  @VetlifeUK  @VetlifeUK

Support Vetlife Now  
by contacting:

**Emma Helbert**  
Donor Relations Manager

**020 7908 6337**

**emmah@vetlife.org.uk**  
**www.vetlife.org.uk**