

## The Staff Advice and Liaison Service offers:

- \* Confidential Advisors
- \* Access to Counselling
- \* Post incident Social, Emotional Educational Support
- \* Mediation
- \* Sign posting to on-line self-help resources

### Confidential Advisors

We have a team of Confidential Advisors at a number of locations within the region. They are members of staff trained to listen to problems and provide confidential, on the spot advice and support to help you work through your concerns. If not able to help directly, the Confidential Advisors will be able to point you towards more appropriate resources for the help or information that you need.



## Access to Counselling

Counselling gives an individual the opportunity to think through an issue or work out a problem in a safe, impartial and objective atmosphere. The counsellor can:

- \* help you increase understanding of your personal, family and work relationships
- \* consider choices and clarify options
- \* Lighten the pressure of pent up feelings
- \* Come to terms with issues such as loss and bereavement
- \* Help you feel less alone and isolated

### Post Incident SEES Meetings

These are confidential meetings that may be offered or can be requested by individuals following a particularly unpleasant incident involving a number of staff such as the death or injury of children or colleagues or a mass casualty situation.

They are intended to allow staff to meet to share and review their experiences, reactions, and feelings, giving practical, social and emotional support.

Requests for post critical incident interventions or SEES (Social, Emotional Educational Support meeting) can be made via the SALS line, Senior/Operations Managers and EOC.

## MEDIATION

### MEDIATION IS A METHOD OF CONFLICT RESOLUTION

Mediation is a voluntary process by which an impartial third party helps people in a dispute situation to explore and understand any differences that they may have. This helps them

to come to a mutual agreement in settling those differences in a future focused way.

It is the parties involved, not the mediator, who decides the terms of the agreement.

If anyone is not satisfied with the process, the mediator or any of the disputing parties may end the mediation at any time and explore other ways or channels to settle their dispute. It will not jeopardise any other course of action.



SALS offer a qualified mediation process to the Trust because we believe in improved communication. It is our experience that many issues have been dealt with simply with the application of an explored understanding of that particular issue.

If you think this service can be of benefit, then please make contact by one of the following methods;

**SALS Confidential Line 01384 215880**  
**Your Line Manager**  
**Or email: [SALSMailbox@wmas.nhs.uk](mailto:SALSMailbox@wmas.nhs.uk)**

As always you enquires are dealt with sensitively and in a confidential manner.

## On-line Self-Help Resources

The SALS team can also provide information on freely accessible online self-help resources such as [www.mind.org.uk](http://www.mind.org.uk)

These can be provided to give staff additional choices to help take care of themselves. Links to these resources can be found on the SALS Intranet Site on Treble 9.

## All services are free and confidential

### SALS will:

- Listen to your concerns, suggestions or queries
- Treat your concerns in confidence
- Provide advice, support and information to staff and their families
- Provide information on Trust policies and procedures
- Help you to sort out your problems as quickly as possible
- Provide information on other agencies that may be able to help

Further information on the services on offer can be gained by calling one of the **SALS coordinators**;

**Ray Lloyd: 07919 886690**

**Elaine Weaver: 07956 856506**



## To access a Confidential Advisor call

**01384 215880**

The Call Centre is open  
24 hours daily or you can email the service at  
**[SALSMailbox@wmas.nhs.uk](mailto:SALSMailbox@wmas.nhs.uk)**

**Don't let your problems drag you down**  
**Someone wants to listen and help**

West Midlands Ambulance Service **NHS**  
NHS Foundation Trust

## Staff Advice and Liaison Service



## Run By Staff for Staff

If you have concerns, need advice or information or feel alone with a problem and don't know what to do or where to turn...

### **SALS is here to help**

To provide support and advice to staff and their families