



Your guide to

# WHAT WE DO



THE NEXT LEVEL  
IN MENTAL HEALTH CARE



## WHY WE DO IT & WHO WE ARE

RJ8 passionately believe the responsibility of mental health fall in three directions. The first is with the individual person, the second is with the NHS and the third is with companies and organisations.

That is where RJ8 come in. RJ8 was founded in 2018 by Rebecca Jane, and is facilitated by over 1600 therapists throughout the UK.

We like to think we offer a lifeline of support to business owners and HR managers. We are the people to call when you simply don't know what to do.

RJ8 are on hand to provide annual counselling policies, crisis support and intervention, strategies to create high-performing teams, and analytics to monitor your return on investment.

If you want to bring your team together, giving them support, care, and exceptional service, get in contact today.

## THE BIG PICTURE

Over the last 3 years, our RJ8 experts have worked with thousands of people and clients. We have tried, tested and re-tested the RJ8 model. If you want to cover mental health in the workplace, we have the solution and plan that is tried and tested to work.

1. MENTAL HEALTH AWARENESS TRAINING
2. UNLIMITED ANNUAL COUNSELLING
3. CREATE A MENTAL HEALTH WORKFORCE COMMUNITY
4. WORKSHOPS & PERSONAL DEVELOPMENT

All RJ8 plans are bespoke to the organisation, but if you want our advice on how to solve a problem like mental health... this is IT!

We're here for you. With our help, you can better support your own people, your own organisation and your own wellbeing. We offer a complete resource of wellbeing services including:

**Our 24/7 helpline.**

**Access to face to face, online and telephone counselling.**

**Further access to local face-to-face counselling across the whole of the UK and Ireland.,**

**Cognitive Behavioural Therapy (CBT).**

**Mental Health Awareness Training.**

**Access to our online wellbeing hub with a comprehensive support directory, videos and more.**

**Wellbeing and Financial Wellbeing workshops.**

**Critical incident and trauma support, mediation, and more.**

**Occupational Therapy assessments**

# LET'S WORK TOGETHER...

We're not just a helpline - RJ8 core health product includes additional benefits, which deliver great support for your staff, and great value for you. We can also extend our support to overseas employees through an international partnership arrangement in over 160 countries worldwide.

**RJ8 CORE PRODUCT COMBINES THE FOLLOWING SERVICES IN ONE COST, STARTING AT JUST £10 PER EMPLOYEE, PER ANNUM.**

### Counsellors

Our team of telephone and online counsellors are based in the UK and available 24/7, 365. Each counsellor works within the British Association for Counselling and Psychotherapy's (BACP) ethical framework for good practice, and undergoes regular training.

### Finance and Legal Advisors

The RJ8 expert legal team is made up of legal professionals. They receive constant training and professional development, ensuring consistent quality and conduct. They can provide information on a wide range of topics - from divorce procedures to tenancy and housing disputes, probate, partnership issues and more.

### Management Support

It's not just for front-line employees - we offer a dedicated support line for managers, with advisors on-hand to help with any issues they may have. There are also guides and literature available, walking managers through the referral process. RJ8 helps you support your people.

### Active Care - Day 1 intervention for stress

A unique feature. Active Care provides effective intervention on the very first day a note is received for a stress-related absence. Active Care ensures a high degree of proactivity and engagement with the employee during their absence to ensure they are back to work, healthy, as soon as possible.

WHAT YOU GET AS STANDARD

	STANDARD	ADD-ONS
Free 24/7 support line		✓
Face-to-face Counselling	✓	
Medical Information Line	✓	
Online health portal & smartphone app	✓	
Critical Incident advice & telephone support	✓	
Active Care - Day 1 intervention for stress	✓	
Management support	✓	
Monthly email newsletter to all staff	✓	
1-day Mental Health Training		✓
Occupational Health Assessments		✓
Workshops		✓
HR		✓
PMI & Life Insurance		✓
Team Building Activity Days		✓

COVER STARTS FROM £10 PER EMPLOYEE PER ANNUM

# THE STATS

45%

reduction in mental health-related sickness and absence

18%

improvement in staff turnover

30%

drop in costs and expenses

35%

reduction in workplace stress

72%

lift in return-to-work rates.

16%

boost in staff productivity

85%

of UK adults experience stress regularly.

39%

of adults admit to feeling 'too stressed' every day.

162%

is the average ROI a company receives when they implement an RJ8 program.



# THE APP

We've developed an online portal and smartphone app, giving RJB customers access to the following.

You can access interactive health assessments, lifestyle advice, coaching tools, online cognitive behavioural therapy (CBT) and more:

- **Life support:** legal & financial support, assessments and family/relationship resources.
- **Work life:** advice on achieving a good work-life balance, progressing in your career and asserting your rights.
- **Physical health:** information and articles on keeping yourself fit and active, losing weight, and maintaining good exercise habits.
- **Emotional health:** articles on keeping good mental health, lowering stress and recognising symptoms of ill-health.
- **Physical and mental health support.**
- **Weekly mood tracker.**
- **Financial wellbeing** assessments and tips.
- **Extensive library** of videos, webinars, planners and more at the tap of a button.
- **Four week plans** to support quitting **smoking, losing weight and coping with pressure**, etc.
- **Self-improvement** methods such as becoming more assertive, more resilient, and more mindful.
- **Lifestyle guidance** for family matters, relationships, neighbour disputes and legal problems.

## WORKSHOPS & TRAINING

*Sometimes the best place to learn about workplace wellbeing is your workplace itself. RJB delivers a large variety of workshops to reduce absenteeism and promote productivity.*

We can arrange to visit at a time that suits you, delivering friendly, expert advice that will help your people get the most out of their working day. Our workshops are available to all and we can hold them at a location of your choice - your office, a nearby hotel - wherever suits you best. Since the COVI19 pandemic, we also adapted our courses to be run entirely online.

### Topics include:

**Stress management:** recognise and combat stress.

**The road to resilience:** cope with - and master - pressure.

**Mindfulness:** adopt mindfulness, become a beacon of calm.

**Nutrition:** better living through better eating.

**Coping with change:** make dealing with change a breeze.

**What is trauma:** how to cope with critical incidents.

**Mental health & men:** understand male mental health.

**Financial wellbeing:** covering a variety of topics from pensions to debt management.

& more...

### 1-day Mental Health Awareness Training

Mental health is just as important as physical health - especially in the workplace. But what can you do to ensure your employees know how to deal with mental health issues?

We offer **fully certified training**, meaning your people can become qualified mental health first aiders.

### Why Train?

Our course gives those trained the ability to recognise and then confidently offer support to anyone struggling. This course is a basic introduction to a variety of mental health issues and is written and delivered by accredited counsellors. We explore how mental health impacts our lives, what is normal and what is detrimental.

The course then covers topics such as:

- **Depression & Anxiety**
- **Self-Harm & Suicide**
- **Psychosis & Addiction**
- **Human needs**
- **Communication with others**

At the end, participants should have a good awareness of mental health issues, will have developed their listening skills and have a good directory of organisations that they feel confident signposting others to for further support.



# SUPERVISION & SUPPORT

**In the world of counsellors and psychotherapists, all experts need to have 'supervision'. Here at RJ8 we don't understand why this isn't mandatory for all organisations.**

## *What is Supervision?*

Supervision is held quarterly, with members of a company and organisation who want to create a 'mental health community' together.

During the hour session the group discusses problems and challenges they have each faced in the work place over the last quarter. They talk about what worked well, what didn't work, what they would do in future and hypothetical situations.

In the workplace, staff are often faced with difficult conversations and knowing how to handle these isn't always the easiest. The RJ8 supervision sessions are conducted by trained mental health professionals and counsellors. They're on hand to guide staff through the navigation of mental health in the workplace. We give each staff member new techniques, strategies and confidence to have important and vital conversations.

Ultimately RJ8 experts create a 'mental health community' within the workplace who come together to create a happier, more productive and supportive environment for everyone.

## *One to One Support & Occupational Health*

**RJ8 have mental health experts and occupational health therapists who are on hand to help support employees, managers and owners.**

**Our one to one support and occupational health services use assessments and interventions to help develop, recover and maintain good mental health in the workplace. We provide this work for individuals, groups or companies.**

## *Why enlist our support?*

**RJ8** has the capability to directly consult with individuals who may be off work, at risk of going off work sick or struggling through their daily tasks.

We begin our services by directly consulting with management and discussing the problems at play, we then communicate and assess the individual. During this session we talk the individuals through all support options available, and ultimately we will make recommendations in a comprehensive report for management.

### **Support options include**

- **Mediation**
- **Group work**
- **Dual therapy**
- **Therapy for family and / or friends**
- **Psychiatric care**
- **General practitioner support**

Some services are offered for free, included in a RJ8 package or available for a reduced cost.

# F.A.Q

## **HOW DO PEOPLE ACCESS THE SERVICE?**

Each member of staff is given a dedicated landing page which is tailored to the organisation. They can access counselling or emergency services by going to the page, or by telephoning our head office.

## **MY STAFF ARE BASED ALL OVER THE COUNTRY, DO YOU HAVE ENOUGH COUNSELLORS TO COVER THIS?**

We have 1600 counsellors throughout the UK. We also have counsellors abroad too. No matter where your staff are based, we have the capability and facilities to cover everyone.

## **WHAT ARE THE QUALIFICATIONS OF YOUR COUNSELLORS?**

90% of the RJ8 counsellors are BACP accredited, the highest qualification of counsellor in the UK. All other counsellors are BACP registered and working towards accreditation. They are the exact same counsellors you would see through NHS routes, and often have advanced qualifications too.

## **IS IT JUST COUNSELLING MY STAFF WILL GET?**

No. Each member of staff is given counselling or therapy services when they need it, but they get lots more too. They will have 24 hour access to emergency helplines for mental health requirements, legal services, debt advice, family advice and management advice too.

## **HOW QUICKLY DO STAFF GET COUNSELLING?**

90% of people are seen by a therapist within 7 days of making the referral to RJ8.

## **WHAT TYPE OF THERAPY IS AVAILABLE?**

The main therapy on offer is face to face, person centered or CBT counselling. This can also be done via video call or over the telephone

## **WHO MAKES A REFERRAL FOR A STAFF MEMBER?**

Anyone in the organisation can make the referral to RJ8 for a staff member. Just pick up the phone or drop us an email with the contact information of the person needing support, and we will take the assessment and triage process from there. The person in question can also make the referral directly for themselves too.

## **WHERE ARE YOUR CALLS ANSWERED?**

All of our calls are answered in the UK, and the majority of those are answered in our Manchester head offices.



# SHOUT IT FROM THE ROOF TOPS

## **HOW WE GET YOUR STAFF TO ENGAGE**

### **WE DON'T DO TICK BOXES!**

Classic EAP services often have a 'tick box' element to them. Companies buy the service, tick the box, sit back and hope for the best. Staff don't often find out about the service, it sits on a shelf, never to be heard from again. That is NOT what RJ8 is about!

### **We shout from the roof tops.**

**RJ8** have a variety of marketing methods in order to get your staff to engage with the service and use the product.

### **Webinar & In Person Talks**

We kick off our services with a webinar. The more people attending the better. We are also able to offer this facility in person in lots of circumstances. We provide a member of **RJ8** staff to present the products and services to your staff. Engaging them, stressing the confidential nature of the service. Explaining the referral process and ultimately putting a friendly face to the name.

### **Emails**

We send out monthly **RJ8** emails. We don't sell data or information to any other company, meaning our newsletters are quality information directed at your staff. We offer various insights into the world of mental health, up and coming information, free services, statistics and a constant reminder that support is there, if your staff need it.

### **Posters & Cards**

We are happy to provide posters and cards to put around your workplace. That way staff are constantly reminded of the service that is on offer and available to them, entirely free of charge.

### **Landing Portal**

Your organisation is given a personalised domain, a custom page dedicated just to your company. Staff access the services by going to this web page and filling in a referral form for counselling, accessing free tools and resources we currently have available and find the information to contact our 24 hour helplines too.

### **ON GOING SUPPORT**

**WE DON'T JUST SIT BACK ON OUR LAURELS ONCE INDUCTION IS OVER. IF YOU HAVE A LARGE INTAKE OF STAFF, OR YOU SIMPLY WANT TO KEEP CHAMPIONING THE SERVICE, WE'RE READY AND ABLE TO DELIVER FURTHER TALKS AND WEBINARS TO STAFF ALL YEAR ROUND.**



WE DON'T  
JUST LOOK  
GOOD ON  
PAPER



# MANAGEMENT REPORTS & KPI UPDATES

Whilst we love mental health, and the RJ8 mission is to provide services and active support for everyone - we're also a team of highly experienced business people who understand the need to return on your investment.

Your relationship manager is on hand to deliver KPI reports and updates on the use of your policy, and show you exactly how much money you are saving by investing in the mental health of your staff.

We ask all persons to activate their policy with RJ8, immediately showing the demand for services.

Here is an example of the KPI's we provide one week after launch.

This interaction is high, and we are very pleased. It proves the workforce are happy with the service that has been put in place and know it is there to access.

## RJ8 HEALTH PROGRAM REPORTS INCLUDE:

- Service & usage summary in percentage.
- Utilisation summary
- Helpline calls by category
- Work related calls
- Advice calls by category
- Benchmarking
- Demographics
- GAD-7
- PHQ-9
- Workplace outcomes

### MENTAL HEALTH TRAINING

 **65%**

65% OF PEOPLE DIRECTLY WANT MENTAL HEALTH TRAINING  
28% OF PEOPLE WANT MORE INFORMATION ABOUT MENTAL HEALTH TRAINING  
ONLY 26% OF PEOPLE DO NOT WANT TRAINING

When asked how supported staff feel with their mental health in the organisation, the average answer is 7 out of 10

7

### FINANCIAL ADVICE

 **55%**

55% OF PEOPLE EITHER WANT FINANCIAL ADVICE OR MORE INFORMATION ABOUT PENSIONS AND INVESTMENTS

When we asked people how much stigma there is around mental health in their industry, with 1 being 'absolutely no stigma at all' and 10 being 'incredibly stigmatised'. The average answer was '5 out of 10'

5

### MENTAL HEALTH CHARITY

 **42%**

42% OF PEOPLE WANT TO GET INVOLVED OR HAVE MORE INFORMATION ABOUT THE WORK OF OUR CHARITY.

**82% of people have activated their RJ8 Policy**

 **82%**

### EMAILS

 **72%**

72% OF PEOPLE HAVE OPTED INTO RECEIVING EMAILS FROM US ABOUT MENTAL HEALTH SERVICES

We repeat these questions in month 6 to see how engagement and support has improved in the organisation since implementing the RJ8 Health Program.



# MEET RJ

Rebecca Jane LLB Ba (Hons) founded RJ8 in 2018. She is a best-selling author, one of the 'top UK entrepreneurs under the age of 42', has helped raise over £400,000 for charity, and once upon a time ran the largest female-run private investigation company in the world. After over 18 years of mental illness, Rebecca embarked upon a life mission to change the face of mental health for everyone.

*'There is one reason why I do everything that I do. I never want anyone to feel the way I have at times. When you're in the depths of despair, it can often feel like you have nowhere to turn. I never want anyone else to experience that. I'll never find 9-month waiting lists acceptable in mental health services, and I'll never accept that there are only 2 ways to treat mental illness. There is a host of options, resources, and tools to lower the statistics. If you had a broken leg, waiting 9 months for treatment wouldn't be optional. Therefore, I don't understand why it's acceptable for a broken mind.*

*We all have a responsibility to fix mental health, we start that by looking at ourselves... but businesses and companies can also take matters into their own hands and entirely solve the mental health crisis in the UK today. You may not know how to do that right now, but we can tell you. Let's have a conversation and fix the problem together. We are here to help.*

*Rebecca.*



Call and speak to one of our experts today

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