

Service Rule

Togetherall

Plan holder: Just for you.

This service is provided on behalf of Westfield Health by Togetherall.

To access Togetherall please log into your online portal.

Togetherall is a safe online space where you can connect with a global community of peers through shared lived experiences and get support in confidence. Togetherall is completely anonymous, accessible 24/7/365, and overseen by licensed mental health practitioners around-the-clock who keep the community safe. You can share your feelings and everyday challenges with other members, express yourself in words or images, browse a library of resources, and access courses on topics including managing anxiety, positive thinking, and problem solving.

As a member of Togetherall, you can:

- **Explore the community:** Share your thoughts or find comfort in reading about others' experiences - you're in control. You have the option to join forums on topics ranging from depression, anxiety, relationship issues, work stress, abuse, self-harm, disordered eating, and more.
- **Access resources:** Dive into a wide range of self-help courses and expert articles tailored to support your mental health. Topics include self-compassion, sleep issues, loneliness, managing stress, and more. Creative therapies: employing art and writing therapies, express yourself on 'bricks'.
- **Engage anonymously:** Participate in open conversations, sharing as much or as little as you like. Every member on Togetherall is anonymous. Your identity is never revealed, making for a judgement-free space.
- **Rely on 24/7/365 support:** Access Togetherall anytime, anywhere. Help is always available, whenever you need it.
- **Feel safe in the environment:** Licensed mental health practitioners, called Wall Guides, facilitate and moderate the community, ensuring a supportive and safe space for everyone. You can reach out to a Wall Guide at any time for additional support.

If there's anything about these rules that you don't understand please contact our friendly Westfield Health Customer Care Team on 0114 250 2317 and we will be happy to help.

Your service/s are being paid for by the employer/organisation detailed within your welcome communication and online portal. If your relationship with your employer/organisation comes to an end, you will no longer have access to your service/s.

A service may also be cancelled at any time if:

- you are not eligible
- there is use of a service that is fraudulent or that it is intentionally false, and/or misleading

Service Rule

- you or (anyone using a service) acts in a threatening or abusive manner e.g. violent behaviour; verbal abuse; sexual or racial harassment, towards a member of Westfield Health staff or one of our suppliers
- you fail to abide by any of the service rules detailed below

From time to time it may be necessary to amend the rules relating to a service. If any changes are made you will be given reasonable notice, except when it is not possible to do this. For example, changes required by law. If it is intended to completely withdraw a service you will be given reasonable notice.