

Email template

Service-led communication: NEW Health Network area and YoungMinds integration

You can use this copy template to help you write communications to employees regarding Help@hand. Available in the Help@hand app from 28th May 2025, parents support from YoungMinds is there with useful resources and expert advice when caring for a young person who is struggling.

You may want to include a QR code to the app in your email: unum.co.uk/docs/Help-at-hand-App-Store-Googleplay.png

Subject: Parents support for the moments that matter with Help@hand

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Being a parent often means facing big questions, unexpected challenges, and moments where expert guidance can make all the difference. That's why, alongside your extensive health and wellbeing services, parents support from YoungMinds is available from the 28th of May via Help@hand. You can find this in the new Health Network area.

Get real help for real life.

Only 29% of young people feel that they can trust their parents or carers to champion mental health, but 92% feel that it's important to help different generations to understand each other¹. That's where YoungMinds comes in.

As a leading UK charity, they're dedicated to young people's mental health and offer trusted support for parents and carers. Their resources can help you bridge the gap—whether you're navigating tricky conversations or just looking for the right tools to be there for your child.

With parents support from YoungMinds, you'll have easy access to:

- **Expert advice** on how to talk to children about difficult topics
- **Practical tools** for supporting mental health and emotional wellbeing
- **Real stories** from other parents and carers
- **Confidential guidance** via the YoungMinds helpline and webchat

Don't wait to explore.

The right support can make all the difference—especially when you know where to find it. Open the app, head to the Health Network area, and discover how parents support can be there for you when it counts.

Haven't registered for Help@hand yet?

If you haven't downloaded or registered for Help@hand yet, the temporary password in your initial welcome email (from help-at-hand@squarehealth.com) will have expired.

To access the app, download it from the App Store or Google Play and reset your password using the 'Forgotten Password' option on the log in screen.

Get your partner registered too

Your partner can access Parents Support from YoungMinds too, along with other selected services. It's quick and easy to send them an invite:

1. Open the app
2. Go to *Settings*
3. Tap *My Family*
4. Select *Add Member*

¹<https://www.youngminds.org.uk/media/m4uf1b44/deconstructing-the-system-report.pdf>

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