



Mental Health in the Workplace

A toolkit for swindon employers

SBC Mental Health Framework

How to use the framework:

For each element of the Framework you will need to find appropriate evidence to support your answers. You could do this by consulting with your Human Resources team and line managers who have supervisory responsibilities. You will then need to rate your organisation. **The ratings are:**

Red - High Risk – Your organisation has started to look at interventions needed to improve mental health within the workforce and may have started to introduce a small number. There are low levels of data on the impact, and your organisation needs to build on interventions further to become more effective.

Orange - Medium Risk – The organisation has a number of successful interventions in place with strong supporting data suggesting that provisions are working for employees in the organisation. More can still be done to support employees.

Green - Low Risk – There are many successful preventative interventions in place and data shows that employees are well supported. The organisation excels in this area.

Use this framework to help you identify what good practice looks like within your organisation when supporting employees with a mental health concern.

You will need to identify appropriate sources of evidence and data to rate each element. Employee engagement can often provide the best source of evidence. There is no requirement to enter any data, but to support your rating and any subsequent actions, it is best to comment on your evidence and what your employees are telling you.

Work through the questions to complete the diagnostic process. Use the ratings outlined above to RAG rate your organisation each time you answer a question. You should also record current strengths, areas for improvement and actions to address these to help you plan your next steps and interventions.

Mental Health

Working practices and conditions that are identified as contributing to poor mental health are proactively managed. Workplace support is available for employees to maintain good mental health and manage mental health conditions in the workplace.

Line Of Enquiry	What does this look like?	RAG	Current Strengths	Areas for Improvement	Actions	Action Owner	Review Date
Does your organisation ensure that all employees have access to preventative and timely psychological support for their mental health issues?	<ul style="list-style-type: none">• People with mental health conditions are not stigmatised by the organisation or leaders.• Good mental health is supported through good working conditions.• The organisation measures and analyses the stress of the workforce to ensure appropriate support is provided.• Reflective practice is encouraged to support employees during regular supervision sessions.• There are procedures in place to support employees following traumatic experiences which are having an impact on the employee's mental health.						

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Line Of Enquiry	What does this look like?	RAG	Current Strengths	Areas for Improvement	Actions	Action Owner	Review Date
Does your organisation recognise and understand work-based stress factors that could impact on the mental health of your workforce, and does your organisation have interventions and preventative measures in place to address this with your employees?	<ul style="list-style-type: none">• Basic support interventions have been adopted to help the workforce manage stress that they may be exposed to as part of their daily working practices.• The stress of our workforce is measured and analysed to ensure appropriate support is provided.						

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Line Of Enquiry	What does this look like?	RAG	Current Strengths	Areas for Improvement	Actions	Action Owner	Review Date
Does your organisation offer broader initiatives to support financial wellbeing and bereavement support?	<ul style="list-style-type: none">• Financial health is considered within the organisation, and education and signposting to relevant internal and external support systems are available to its employees.• Support is in place to deal with employees presenting with issues such as PTSD, bereavement, moral injury and other prevalent issues.• Line managers have been on relevant training.• Organisations have mental health support for individuals, such as an employee assistance programme or a wellbeing network.						

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Line Of Enquiry	What does this look like?	RAG	Current Strengths	Areas for Improvement	Actions	Action Owner	Review Date
Does your organisation have adequate and appropriate mental health resources and services for employees?	<ul style="list-style-type: none">• The organisation has an employee assistance programme, wellbeing networks and wellbeing champions/mental health first aiders and mental health training for employees.						

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Line Of Enquiry	What does this look like?	RAG	Current Strengths	Areas for Improvement	Actions	Action Owner	Review Date
Are your employees aware of local mental health support services and providers available to them outside of work?	<ul style="list-style-type: none"> The organisation promotes community support outside the workplace e.g. Livewell, sports clubs, mindfulness, yoga. 						
Have you appointed any Mental Health First Aiders in your organisation?	<ul style="list-style-type: none"> The organisation has a network of mental health first aiders to support employees with their mental health. Funding employees to attend mental health first aid course to grow the network of mental health first aiders. Promote the existence of mental health first aiders and the support they can provide e.g. on websites, newsletters, internal comms/ intranet 						

Survey Questions

1. I feel comfortable talking about my mental health with others inside my organisation.

- Yes
- No

2. The mental health resources and services offered at my organisation meet my and my family's needs.

- Yes
- No

3. I feel I can openly discuss any mental health challenges and concerns I may have with my immediate line manager.

- Yes
- No

4. I have a clear understanding of the mental health resources and services available to me at work.

- Yes
- No

5. Have you used the mental health resources and services offered by SBC?

- Yes
- No

6. Over the last 12 months, how would you rate your overall mental health? (On a scale of 0-10, 0 being Low and 10 being Good)

0 10

7. Do you find it difficult to unwind at the end of a working day?

- Always
- Most of the time
- Some of the time
- Rarely
- Never

8. How often do you feel too tired after work to enjoy the things you would like to do at home?

- Always
- Most of the time
- Some of the time
- Rarely
- Never

Introduction

Mental health includes our emotional, psychological and social wellbeing. It affects how we think, feel and act.

Mental health, like physical health, can fluctuate on a spectrum from good to poor. Mental health problems can affect any of us irrespective of age, personality or background. They can appear as a result of experiences in both our personal and working lives - or they just happen. Despite the fact that it is very common, some people still find it difficult to talk about their mental health. In certain environments there can still be a certain stigma attached to mental health problems, through a lack of understanding from others.

Mental health is an integral part of how we feel about our jobs, how well we perform and how well we interact with colleagues and customers.

It is important for organisations to create a culture within the workplace that promotes positive mental health, helps prevent people from experiencing poor mental health and helps them better manage mental health issues. One of the ways to do this is to ensure everyone can talk about their mental wellbeing. Maintaining good mental health is also assisted by many factors, including having clear job roles, responsive line managers and a healthy approach to diet and exercise.

However, even with the most robust preventative plans, some people will still experience mental health problems so it is essential that the organisation knows how to respond to this and provide appropriate support.

This toolkit is here to help your organisation support the mental health and wellbeing of its employees, helping you to build a culture that champions good mental health and provide a greater understanding for how to help those who need more support.

Facts and Figures

Although statistics regarding mental health can often appear bleak, it is useful to gain an understanding of the prevalence of mental health and how this can impact on your organisation's environment and day-to-day operating of the business.



1 in 4 adults experiences at least one diagnosable mental health problem in any given year.

People in all walks of life can be affected and at any point in their lives. Mental health problems represent the largest single cause of disability in the UK.

People who identify as LGBTQIA+ are between 2-3 times more likely than heterosexual people to report having a mental health problem in England.



An estimated 15% of people in Swindon live with a common mental health problem such as anxiety or depression.

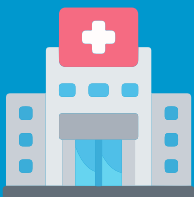


Poor mental health costs UK employers up to £56 billion each year. But for every £1 spent by employers on mental health interventions, they get back £5.30 in reduced absence, presenteeism, and employee turnover.

Good mental health is a driver for healthy life expectancy and how people feel about themselves, independent from any physical illness they may have.



23% of Black or Black British people will experience a common mental health problem in any given week. This compares to 17% of White British people.



Swindon is the 6th highest area in the country for hospital admissions as a result of self-harm in those aged 15-19 years and 20-24 years.

Signposting to Support

There are a number of charities that can provide advice and support, both around Swindon and nationally. Many additional resources can be found online. See below for a list of resources and organisations.

Local support and resources:

Mind

Visit: www.sgmind.org.uk/
E: admin@sgmind.org.uk
Tel: 01793 432031

Mind provide support and advice to anyone over the age of 11. They empower people to understand their mental health and the choices available to them, including legal information.

Ipsium

Visit: www.ipsium.care/
E: admin@ipsium.care
Tel: 01793 695 405

Ipsium provide a number of therapies and counselling options. Their website provides details of all their services and events, including social hours. Ipsium provides support for adults and children.

Samaritans

Visit: www.samaritans.org/branches/swindon/
E: jo@samaritans.org
Tel: 0330 094 5717

Samaritans provide a free listening service for anyone struggling to cope. Their website is full of information and advice on what to do if you or someone you know could be struggling.

The Recovery Tree

Olive Tree Cafe and TWIGS Community Garden
Visit: www.therecoverytreecharity.org.uk/
E: recoverytreetrustees@gmail.com
Tel: 01793 523 294

The Recovery Tree is a charity that provides opportunities for people to gain confidence, new skills, valuable work experience and participate in therapeutic activities.

Domestic Abuse

Swindon Domestic Abuse Support Service

Visit: swadomesticabuse.org
Contact: 01793 610 610

Swindon Domestic Abuse Support Service provide help and support for domestic abuse victims. They provide a confidential 24/7 helpline, child and young people interventions and outreach services.

Signposting to Support

Respect - Men's Advice Line

Visit: www.mensadviceline.org.uk

E: info@mensadviceline.org.uk

Tel: 0808 8010327

The men's advice line provides a 24/7 helpline for men who are victims of domestic abuse.

Women's Support

Nelson's Trust

Visit: www.nelsontrust.com

E: swindon.info@nelsontrust.com

Tel: 01793 495812

The Nelson Trust's Women's Community Services are trauma informed, gender responsive and provide holistic support for women and their families.

Men's Support

Campaign Against Living Miserably

Visit: www.thecalmzone.net

Tel: 0800585858

CALM provide an evening helpline from 5pm - midnight 365 days a year, advice and signposting on their website for men 15 and above feeling alone or struggling with suicidal thoughts. They also provide advice and support for those dealing with losing someone to suicide.

Andy's Man Club

Visit: <https://andysmanclub.co.uk/>

E: info@andysmanclub.co.uk

A support group for men who meet every Monday at 7pm. There is currently no group in Swindon, the nearest meet is Bristol North however a Swindon base is currently being set up.

Mental Health Motorbike

Visit: <https://mhmotorbike.com/>

Mental Health Motorbike is a national charity building a free, dedicated national network of trained mental health first aiders who can support bikers and their families across the UK. There are a series of self-help resources and signposting to support on their website.

StrongMen

Visit: <https://www.strongmen.org.uk/>

E: hello@strongmen.org.uk

Tel: 08009150400

Supporting men following bereavement, StrongMen offer a Man2Man peer support service.

Signposting to Support

There are a number of charities that can provide advice and support, both around Swindon and nationally. Many additional resources can be found online. See below for a list of resources and organisations.

Op COURAGE

Visit: <https://www.awp.nhs.uk/our-services/community-services/veterans>

E: mevs.mhm@nhs.net

Tel: 0300 034 9986

Op Courage is an NHS service supported by trained professionals who are from, or have experience of working with, the Armed Forces community. This service can help if you're finding life difficult after leaving the military. You must be registered with a GP to use this service.

Combat Stress

Visit: <https://combatstress.org.uk/>

E: helpline@combatstress.org.uk

Tel: 0800 1381619

Text: 07537 173683

Providing clinical treatment and support for veterans from the British Armed Forces.

Movember

Visit: <https://uk.movember.com/mens-health/get-support>

Provide resources and signposting for men struggling with their physical and mental health.

ManHealth

Visit: <https://www.manhealth.org.uk/advice/>

E: info@manhealth.org.uk

Tel: 01388320023

Based in NE England, ManHealth provides weekly peer support groups, workplace training and online resources for men.

Respect

Visit: <https://mensadviceline.org.uk/>

Tel: 0808 8010327

Providing support to male victims of domestic abuse.

Carers Advice

Swindon Carers Centre

Visit: www.swindoncarers.org.uk/adult-carers

E: info@swindoncarers.org.uk

Tel: 01793 401090

Swindon Carers Centre offers support and advice for anyone who cares for others and requires support or advice and ensure carers are receiving all the support and help they are entitled to.

National charities and support:

<https://mensadviceline.org.uk/>

<https://www.womensaid.org.uk/>

<https://mindout.org.uk/>

Signposting to Support

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Alcohol and Drugs Support

Change, Grow, Live

Visit: www.changegrowlive.org/drug-and-alcohol-service-swindon/alcohol-support

E: SwindonInfo@cgl.org.uk

Tel: 01793328150

Webchat: www.changegrowlive.org/webchat

CGL offer advice and support to anyone struggling with alcohol or drug addiction. They provide activities and support groups, access to clinical and psychological services, needle exchange and referral to other services where required.

UTurn

Visit: <https://hubforeducation.swindon.gov.uk/Page/19453>

E: uturn@swindon.gov.uk

Tel: 07766 368328

U-turn is a specialist service that provides support, help and guidance to young people (and their families) who have alcohol and/or drug-related problems. The service accepts referrals from all childcare practitioners and professionals and also encourages referrals directly from young people and their parents, guardians or carers.

Money Advice

Age UK Wiltshire

Visit: <https://www.ageuk.org.uk/wiltshire/>

E: enquiries@ageukwiltshire.org.uk

Tel: 0808 169 2424

Age UK provide free and comprehensive advice and support on a wide range of subjects. For anyone struggling with money issues, Age UK can provide guidance to help you maximise your income, apply for grants, and help you understand the basics of day-to-day correspondence and bills. They can also give information and advice on welfare benefits for those over State Pension age.

Signposting to Support

There are a number of charities that can provide advice and support, both around Swindon and nationally. Many additional resources can be found online. See below for a list of resources and organisations.

Youth Support

The Dock

Visit: <https://thedockswindon.co.uk/>

A one stop shop for young people's support.

OnTrak

Visit: www.swindon.gov.uk/info/20046/youth_services/101/youth_counselling

E: ontrak@swindon.gov.uk

Tel: 01793 466366

OnTrak provide talk-based therapies for young people ages 14-19 experiencing mild to moderate mental health problems.

BeU Swindon

Visit: <https://beuswindon.co.uk/>

Tel: 01793781484

BeU Swindon offers an early mental health and emotional wellbeing support service for children and young people. Services include 1:1 support, group therapy and online resources.

UTurn

Visit: <https://hubforeducation.swindon.gov.uk/Page/19453>

E: uturn@swindon.gov.uk

Tel: 07766 368328

U-turn is a specialist service that provides support, help and guidance to young people (and their families) who have alcohol and/or drug-related problems. The service accepts referrals from all childcare practitioners and professionals and also encourages referrals directly from young people and their parents, guardians or carers.

Swindon Youth Voice

Visit: <https://vas-swindon.org/swindon-youth-voice/>

E: lisa@vas-swindon.org

Tel: 07354 848965

Youth Voice runs free workshops, discussions, and creative activities to empower young people to grow in confidence, gain skills, and feel able to make a difference to the world around them. The workshops will be for those aged 11-16 and 17-25.

Signposting to Support

There are a number of charities that can provide advice and support, both around Swindon and nationally. Many additional resources can be found online. See below for a list of resources and organisations.

LGBTQ+

Out of the Can

Visit: outofthecan.org/

Out of the Can is a young person led LGBTQ+ action youth group.

LGBT Foundation

Visit: <https://lgbt.foundation/help/how-we-can-help-you/>

E: HELPLINE@LGBT.FOUNDATION

Tel: 0345 3 30 30 30 between 9am-8:30pm Mon-Fri and 10am-5pm Sat-Sun.

Offering talking therapies, peer support and advice and resources for LGBTQ+ people.

MindOut

Visit: <https://mindout.org.uk/>

Provide an online support service for LGBTQ people aged 18+.

Suicide Support and Advice

SOS Silence of Suicide

Visit: <https://sossilenceofsuicide.org/contact-us/>

E: contact@sossilenceofsuicide.org

Tel: 0808 1151 505

Suicide prevention and emotional wellbeing helpline.

Papyrus – prevention of young suicide

Visit: <https://www.papyrus-uk.org/>

E: pat@papyrus-uk.org

Tel: 0800 068 41 41

Text: 07860 039967

Papyrus offers confidential suicide prevention advice to young people and suicide prevention training and resources.

Childline

Visit: www.childline.co.uk

Tel: 0800 1111 – the number will not show up on your phone bill

Childline offers advice, support and counselling for children and young people under 19.

Shout

Visit: <https://giveusashout.org/>

Text: "SHOUT" to 85258

Shout provides a 24/7 free and confidential text support service to everyone regardless of age.

Signposting to Support

There are a number of charities that can provide advice and support, both around Swindon and nationally. Many additional resources can be found online. See below for a list of resources and organisations.

Samaritans

Visit: <https://www.samaritans.org/>

E: jo@samaritans.org

Tel: 116123

Samaritans provide a free listening service for anyone struggling to cope. Their website is full of information and advice on what to do if you or someone you know could be struggling.

Suicide Prevention UK (SP-UK)

Visit: <https://www.spuk.org.uk/>

Tel: 08006895652 between 6pm-12am everyday.

SP-UK offer a helpline for anyone struggling with suicidal thoughts. They also offer a text messaging service where they send an automated message to someone you are concerned for with information and contact details to receive support.

SANEline

Visit: <https://www.sane.org.uk/>

Tel: 03003047000 between 4pm – 10pm everyday.

SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers.

Bereavement Support and Advice

Wiltshire Tree House

Visit: <https://www.wiltshiretreehouse.org.uk/children-young-people/what-we-do>

E: admin@wiltshiretreehouse.org.uk

Tel: 01793 987105

Wiltshire Treehouse offers advice and creative programmes that support the social and emotional well-being of bereaved children and young people.

Survivors of bereavement by suicide.

Visit: <https://uksobs.org>

Tel: 0300 111 5065 between 9am-9pm Monday to Friday

A national charity providing peer support groups including ones in Bath and Bristol and a helpline for anyone over 18.

Cruse Bereavement

Visit: www.cruse.org.uk

Tel: 0808 808 1677

National Helpline for anyone affected by any kind of bereavement.

Signposting to Support

There are a number of charities that can provide advice and support, both around Swindon and nationally. Many additional resources can be found online. See below for a list of resources and organisations.

Grief Encounter

Visit: www.griefencounter.org.uk

Tel: 0808 802 0111

Free services and support to bereaved children, young people and their families.

The Good Grief Trust

Visit: www.thegoodgrieftrust.org

Offering a range of practical support, signposting and friendship for anyone impacted by bereavement.

SLOW (Surviving the loss of your world)

Visit: <https://slowgroup.co.uk/>

E: info@slowgroup.co.uk

Tel: 07532 423 674

Providing support to bereaved parents and siblings.

Help is at Hand

Visit: www.supportaftersuicide.org.uk/resource/help-is-at-hand

A guide to help those bereaved by suicide with a wealth of information.

The Compassionate Friends

Visit: <https://www.tcf.org.uk>

Tel: 0345 123 2304

Support for bereaved parents, siblings and grandparents dedicated to the support and care of other similarly bereaved family members who have suffered the death of a child or children of any age and from any cause.

Suicide & Co

Visit: <https://www.suicideandco.org/>

Provides a range of support from information, practical advice and help and counselling for those over 18 who have been bereaved by suicide. (Suicide & Co will only take applications for counselling provided at least 6 months has passed since bereavement).

Child Bereavement UK

Visit: <https://www.childbereavementuk.org>

Tel: 0800 02 888 40

Free support to help children and young people (up to age 25), parents, and families, to rebuild their lives when a child grieves or when a child dies.

Signposting to Support

There are a number of charities that can provide advice and support, both around Swindon and nationally. Many additional resources can be found online. See below for a list of resources and organisations.

Winstons Wish

Visit: www.winstonswish.org/death-through-suicide

Tel: 08088 020 021 between 9am – 5pm, Monday – Friday

Helpline to provide guidance and advice for children, young people, families and that have been bereaved by suicide. Winston's Wish will also provide support for professionals supporting families.

AtALoss

Visit: www.ataloss.org

AtaLoss website helps bereaved people find support and wellbeing resources & has a live bereavement counselling Griefchat, Monday – Friday 9am-9pm.

Support After Suicide Partnership (SASP)

Visit: www.supportaftersuicide.org.uk

The Support After Suicide Partnership brings together suicide bereavement organisations and people with lived experience, to achieve a vision that everyone bereaved or affected by suicide is offered timely and appropriate support.

First Hand

Visit: www.supportaftersuicide.org.uk/resource/first-hand

A support guide for people who have witnessed a suicide of someone they didn't know.

What Support is Available to my Employees?

Some organisations offer counselling support through their employee assistance programme, speak to HR to find out more about this.

Wellbeing/Mental Health Champions or Mental Health First Aiders in the workplace

These are internal employees who have undertaken formal, certified training to be able to provide signposting and listen to any concerns or issues. They are not counsellors but instead can advise and encourage colleagues to get appropriate support.

Training for Managers

An essential part of supporting your organisation's mental health is training managers to have the competence and confidence to bring mental health policies and programmes to life. Manager training is particularly important as your managers are the ones who balance the aims of the organisation with employee health and wellbeing. They are often the first point of contact when employees are experiencing difficulties or require support. Intervention at an early stage may allow adjustments to be made to the workplace to enable employees to continue with their work.

Training can be internal but there are also a number of options provided through external charities to deliver training to be better at understanding and responding to their own and other's mental health issues:

- ▶ **Mental Health First Aid**
Visit: <https://mhfaengland.org/organisations/workplace/mental-health-skills-for-managers/>
Email: info@mhfaengland.org
- ▶ **Mind**
Visit: <https://www.mind.org.uk/workplace/mind-training/in-house-training-from-mind/>
Tel: 0300 123 3393
- ▶ **Rethink Mental Illness**
Visit: <https://www.rethink.org/aboutus/what-we-do/mental-health-training/mental-health-in-the-workplace-for-managers/#mhw>
Email: training@rethink.org
Tel: 0333 222 5878
- ▶ **Acas**
Visit: <https://www.acas.org.uk/supporting-mental-health-workplace/mental-health-support-and-training>

What Support is Available to my Employees?

Some organisations offer counselling support through their employee assistance programme, speak to HR to find out more about this.

Online Tools and Apps

There are a number of online tools and apps available to everyone, whether for advice and support or just for some relaxation tips and tricks. Share the following apps and websites with your employees regardless of whether they are struggling with their mental health! There are some great tips and tricks for destressing, mindfulness and better sleep.

Apps

- ▶ **Kooth - www.kooth.com:** An app providing online support for young people.
- ▶ **Calm Harm - www.calmharm.co.uk:** An app that helps young people manage their emotions and reduce urges to self-harm.
- ▶ **Headspace - www.headspace.com:** An app that provides video tutorials, mindfulness and breathing exercises, plus tips and tricks to reduce stress and feel calm.
- ▶ **Feeling Good - www.feelinggood.app:** Audio tracks to help relax your body and mind and build your confidence.

Websites

- ▶ **NHS Mental Health - www.nhs.uk/mental-health:** The NHS' mental health resources and advice website.
- ▶ **togetherall - www.togetherall.com:** An online community where people support each other anonymously to improve mental health and wellbeing.
- ▶ **tellmi - www.tellmi.help:** A safe and secure forum for teenagers to discuss any issue affecting their lives.
- ▶ **Sleep Station - www.sleepstation.org.uk:** Connect with a team of sleep experts to help you fall asleep or stay asleep at night. Free with GP referral.
- ▶ **NHS Talking Therapies for Anxiety and Depression:** <https://www.england.nhs.uk/mental-health/adults/nhs-talking-therapies> - This website explains all about talking therapies for anxiety and depression and how someone can self-refer.

Campaign Materials

Use these helpful resources from the Department of Health and Social Care for your organisation's mental health campaigns in both internal and external comms, including social media.

Its quick and simple to use, just register and download the resource materials that relate to your organisation's promotional campaign. For more information please search DHSC Campaign Materials

Search within the Department of Health and Social Care's website for mental health campaign materials. Resources include:

- **materials that promote advice and tips on how to deal with mental health**
- **materials relating to tackling loneliness**
- **and resources relating to physical activity and mental health**

TOP TIPS FOR DEALING WITH ANXIETY

TIP 01
Try a short breathing exercise

TIP 02
Learn how to manage anxious thoughts

TIP 03
Keep a mood diary

Visit **Every Mind Matters** for more tips and advice

SIMPLE TIPS FOR IMPROVING YOUR MOOD

TIP 01
Learn how to manage unhelpful thoughts

TIP 02
Stay active

TIP 03
Talk to someone

Visit **Every Mind Matters** for more tips and advice

Better Health every mind matters

Take this moment to
notice the world around you

Small things can make a big difference. Find more ways to be kind to your mind with a free personalised Mind Plan.

Search **Every Mind Matters** or Scan the QR code to get yours

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