

**CIRCULAR REF: 2018/032**

**CIRCULATED TO ALL MEMBERS, BROKERS AND DIRECTORS  
ATTENTION INSURANCE DEPT**

**05 NOVEMBER 2018  
KAH/BAW**

## **MIND MATTERS – SUPPORTING MENTAL HEALTH & WELLBEING AT SEA**

North has launched a new campaign 'Mind Matters' aimed at both Members and their crew, which focuses on improving mental health and wellbeing at sea.

As you may be aware, mental health and wellbeing are issues that are gaining significant media attention globally. The mental health of seafarers is an area that is gaining more and more attention in the media as it is appreciated that the working conditions of seafarers, in particular isolation, loneliness and long periods of time away from home, can lead to increased occurrences of mental health problems. We have recognised that the mental health of seafarers is an important issue and have introduced a range of resources for Members and their crew.

The following resources are available:

- My Mind Matters website: a resource directly for ship's crew – providing information and resources for the emotional welfare of seafarers. The site looks at the common causes of mental health problems, how to keep well at sea and provides information on where to find additional help and resources. Please visit: [www.mymindmatters.club](http://www.mymindmatters.club)
- Mind Call Helpline: Through ISWAN, North has funded a confidential and dedicated emotional support helpline for seafarers on North entered vessels. The Helpline is available 24/7, 365 days a year.

The Mind Call team speaks: Arabic, Chinese, French, Hindi, Russian, Spanish and Tagalog as well as English and crew can request a call back, use live chat or send an email instead.

Please visit: [www.mindcall.org](http://www.mindcall.org)

For more information on North's crew initiatives, please visit: [www.nepia.com/insights](http://www.nepia.com/insights)

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