

# HOW TO ACCESS THE SERVICE

Thank you for using the Sailors' Society confidential helpline specially set up for Tidewater. The helpline is made up of a telephone hotline and an instant chat facility.

The details are:

**TEL:**

**+1 856 888 9966**

**INSTANT CHAT:**

**[sailors-society.org/wellness-tidewater](https://sailors-society.org/wellness-tidewater)**

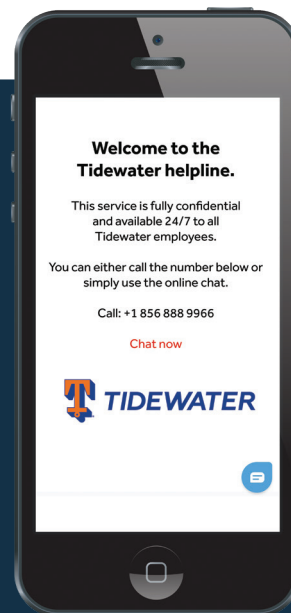
Please visit the main page **[sailors-society.org/wellnessatsea](https://sailors-society.org/wellnessatsea)** to find out how you may further benefit from our award-winning Wellness At Sea programme.

## USING THE SERVICE

### INSTANT CHAT

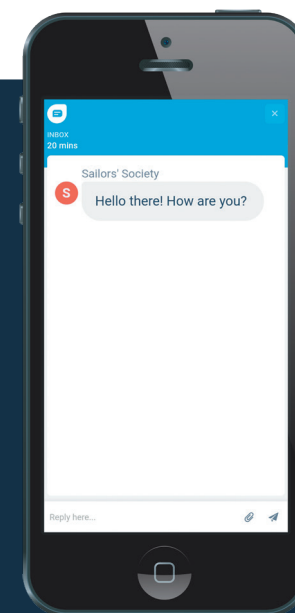
We understand that for many it might be difficult to pick up the phone and call a stranger.

An instant chat line is set up to allow an initial anonymous contact with our responders. If a voice call is needed or requested, the responder can call the person.



On a web browser (using mobile phone, tablet or a laptop/PC), go to [sailors-society.org/wellness-tidewater](https://sailors-society.org/wellness-tidewater)

You may save this web page on your home screen for quick access.



Next, click on "Chat now" or the blue chat icon on the bottom right of the screen and you will be brought to the chat page.

### TELEPHONE HOTLINE

- Dial +1 856 888 9966.
- A responder will answer the call and the conversation can begin
- The caller will be asked for his/her name and details of the ways he/she would like to be contacted if needed (telephone number, email address, social media chat IDs)



Registered Charity No. 237778. Registered Company No. 86942.  
Sailors' Society Scotland. Charity registered in Scotland no. SC041887.  
Registered Company No. SC387850.