



## Coronavirus Service Update 2

Good news... We are now taking many new referrals on again so please visit our website to fill in an enquiry form or contact Wendy our team leader via telephone on 07530448000. Many of our Counsellors have been offering extra hours to cover heightened need for counselling support.

For clients currently on our waiting list, our movement of clients through the service is now progressing well via telephone counselling. We apologise for not being able to offer face to face service but ask for your understanding as these circumstances are beyond our control and as soon as possible our face to face service will be resumed.

As soon as possible we are now allocating new slots and will discuss your needs in your welcome referral call with Wendy our team leader.

Unfortunately U&I are not a crisis service and we do not have the practical resources to respond to multiple situations of crisis. So in the meantime the Samaritans is a 24hr number of support [116123](tel:116123).

For existing clients your counsellor will continue to call at the time when your normal session would be from a private number. You will still receive the usual text reminder so respond in the normal way.

Can you ensure that you are in a private place ready to take the call.

**There will be no recording of sessions.**

If you haven't already done so, please agree to Wendy disclosing your telephone contact number to your counsellor by text to Wendy our Team Leader on **07530448000** and please make sure put your preferred number in the body of the text for forwarding purpose. Mobile number will be used unless requested landline is provided and an indicated preference. Remember that text and email go through Wendy but your calls are private.

Your counsellor will make brief notes following the session which will be stored securely by each counsellor without your identity, in the usual manner, until they can be added to your counselling records on site.

Please can we respectfully ask that clients donate for sessions by bank transfer or cheque to U&I Counselling CIC; your counsellor will explain more. Naturally lack of donations will significantly affect our ability to keep functioning as rent, telephone, insurance and professional costs still need to be met. If anyone reading this can spare a small donation to keep us going please contact Wendy on the telephone number given.

We send our warmest wishes to you all and hope you and your loved ones remain safe and healthy and we will be updating information on a regular basis and as we can.

Warm wishes Wendy and the Team