



Coronavirus Contingency Plans

Sincere apologies but we are temporarily needing to delay taking new referrals as our waiting list is currently very full. Please contact us in April for further update.

For clients currently on our waiting list, due to coronavirus our movement of clients through the service is slowed down. We apologise for this but ask for your understanding as these circumstances are beyond our control.

As soon as possible we will allocate new slots and our system will get moving again. In the meantime the Samaritans is a 24hr number [116123](tel:116123) for any immediate need.

Unfortunately U&I are not a crisis service and we do not have the practical resources to respond to multiple situations of crisis.

Just to let you know, following government advice for reducing non essential contact; these are U&I contingency plans for the current situation. We do not want to over react or alarm anyone but just want to keep everyone as safe as we can. Many of our clients have underlying health concerns so it is important to respond wisely to current circumstances.

Due to the escalation of the risk of the spread coronavirus we will switch temporarily to telephone sessions rather than face to face for our existing clients.

Your counsellor will call there existing clients at the time when their 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