



## **On-line and Telephone Support or Counselling What to Expect**

Due to COVID 19 and government guidelines SV2 cannot provide face to face appointments at the moment. Instead we are offering all our clients the options of telephone or on-line appointments.

We aim to continue providing support to all our clients as best as we can during this time.

Depending on your needs your worker may be an Independent Sexual Violence Advisor (ISVA), a Childrens Independent Sexual Violence Advisor (CHISVA), a Childrens Therapist or an Adult Therapist.

Your worker will discuss options to support you either by talking on the telephone or by using Google Hangouts which is web based and allows you and your worker to see each other. If you have not used this before, your worker will advise you around how you can set this up. There may also be the option to use WhatsApp Video call.

If your child is accessing SV2 support then their online/telephone appointments will need to be arranged and booked through you/their carer and or school's email address/telephone number.

We would like to outline the following points so that you know what to expect in preparation for your telephone or online support.

### **Your appointments**

- Your telephone or on line sessions will be appointment based. Your worker will contact you to arrange a date and time for these to take place.
- If you are no longer available for your appointment, the usual cancellation policy will still apply. Please contact your worker or SV2 to cancel or rearrange your appointment.
- Please ensure that when you have your appointment you are in a safe, private space within your home, where you cannot be overheard and away from distractions, including children and other family members.
- The length of your appointments may vary as you may spend less time on the phone or on line as you would face to face.
- You may book in more regular 'check in' type appointments during this time.
- If your session with your worker gets disconnected we may not know if this was due a technical problem, or if you hung up, therefore your worker will try to contact you again once and leave a message for you to respond if they cannot get through to you.

Please remember that although you will be receiving support over the phone or on line, this does NOT mean that your workers will always be available for you to contact outside of your appointment time. We need you to know this for your own safety therefore would like to outline the following points.

### **Your environment**

It is your responsibility to ensure that when you speak with your worker over the telephone or on line that you are in a private and confidential space.

- Be ready in a room that is private where you cannot be overheard.
- Try not to be distracted with other activities as this will make it difficult for both you and your worker to have a conversation and the appointment might have to be rearranged.
- Wear head phones if possible as this will ensure that other people in your home will not be able to hear your worker. Your worker will also wear headphones if there are other people in their home to ensure that you cannot be heard.
- If there is another person in the room with you (or your child), your worker may have to end the session if a confidential space cannot be ensured and the appointment will have to be rebooked.
- If you are accessing the six week online support group you will be sent an invitation to join the group on google hangouts via email. Your personal email address will not show to anyone else other than the SV2 workers.
- If you are accessing the six week online support group please check how your name displays on Google Hangouts and if you prefer for other group members not to see your full name please change it before logging on.

### **Your safety**

- Your worker will talk to you about who you should contact if you were in a crisis
- If you contact your worker directly outside of your appointments when you are in a crisis or having suicidal feelings there is no guarantee that they will receive your message at that time.
- We are not an emergency service – of course we will support you as best as we can in those situations but SV2 should not be your first point of call - Please contact your GP, Psychiatrist, Mental Health worker, the Samaritans or the Police

Our advice line is still open 8-5 every day, including weekends if you require any advice or information – 01773746115 -