

NEED IMMEDIATE MENTAL HEALTH SUPPORT?

These numbers can offer emergency out of hours support:

Night OWLS - 0800 1488 244 or text 07984 392 700

Childline - 0800 1111 (up to 18 years old)

Samaritans - 116 123

National Domestic Abuse Helpline - 0808 2000 247

Men's Advice Line UK - 0808 801 0327

Shout 24/7 Text Service - 85258

MindWell - 0800 183 0558 (over 18 & registered with a GP in Calderdale)

Single Point of Access (SPA) - Calderdale & Kirklees - 01924 316830

NHS Helpline - 111

Confidentiality Policy

We may need to break confidentiality if:

- You are putting yourself or others in serious danger;
- You are in danger of physical or sexual abuse;
- You are in danger of killing yourself;
- You are very mentally unwell and need to be seen by a doctor;
- Your therapist is subpoenaed by a court to give evidence.

In the case of the above, we would need to inform a safeguarding officer at the venue you are receiving sessions or a safeguarding officer at Noah's Ark Centre. This will be done, whenever possible, in discussion with you.

MONEY ADVICE THERAPY / COUNSELLING BUDGETING COURSE 'REAL FOOD' COOKING GRANTS (E.G. CARPETS) WALKING GROUPS



Noah's Ark Centre
Safe Haven and Place of Hope



e: iws@noahsarkcentre.org.uk

m: 07732 453 775

Instagram: @iws_nac

WHAT IS COUNSELLING / THERAPY?

Counselling / therapy is a type of talking therapy which provides a safe space for you to explore your feelings, thoughts and experiences. Our IWS therapists adopt a flexible approach and can incorporate creative methods to support the therapeutic process.

ARE SESSIONS CONFIDENTIAL?

Whatever you share with your therapist is **confidential (please see the back for confidentiality policy)**. Your therapist will have regular professional clinical supervision to support them with their therapeutic work and development, however, they will not give any identifiable information that would enable the supervisor to know who you are.

WHAT DO I NEED TO KNOW ABOUT MY SESSIONS?

Each therapy session will normally last for 50 minutes as contracted in the initial assessment.

You can have up to **10** therapy sessions.

Your therapy sessions will usually take place once a week at a community venue in Park or Ovenden, as agreed at the initial assessment.

WHAT QUALIFIES US TO PROVIDE THERAPY?

Noah's Ark Centre is an organisational member of the British Association for Counselling and Psychotherapy (BACP).

Your therapist will be a member of a therapeutic professional body such as the BACP and as such, will follow their ethical framework and guidelines for best practice.

WHAT IF I NEED TO CANCEL?

Therapy is a process which requires ongoing commitment. If you are unable to come to a session please contact the IWS Team on **07732 453 775** (either call or text) or email iws@noahsarkcentre.org.uk and let us know if you intend on attending your next appointment.

WHAT IF I MISS SESSIONS OR NO LONGER WISH TO CONTINUE?

Due to the high demand of this service, if you fail to notify us within 48 hours of missing your appointment, then we will assume you no longer wish to continue with your sessions.

Should you fail to attend **two** of your allocated sessions, you will be contacted by the IWS Coordinator to discuss the continuation of sessions.

It is therapeutically beneficial for you to highlight to your therapist within the session if you wish to have the sessions come to an end, rather than end your sessions abruptly.