

Private and Confidential

## COVID-19 CRISIS – ACC COUNSELLING SUPPORT SERVICE DIRECT REFERRAL FORM

This form is for you to fill in if you would like to access the COVID-19 crisis – ACC's Counselling Support Service (CCSS) which is described in the CCSS Leaflet on ACC's website.

Please make sure you meet one of the eligibility criteria listed in the CCSS Leaflet before completing the form.

ACC want you to be aware that although research shows that counselling is beneficial for many people, sometimes however, a person may feel that it has not been so. We advise that you take the opportunity to discuss with your counsellor any concerns you have about counselling and whether it is right for you at the moment.

Please complete the form overleaf, as it will give us information, we need to match you to a counsellor. If you have access to your own computer you can email it to [CCSS@acc-uk.org](mailto:CCSS@acc-uk.org) where it will be read by trained counsellors who are committed to keeping your details confidential.

If you are using a shared computer, be careful about the privacy of your information so that other people cannot access the document and read it before or after you send it to us. You can password protect it and send the password to ACC in a separate email if that helps.

If you don't have access to a computer at all, please ring us on 024 7644 9694 and one of our trained counsellors will call you back and take your details over the phone.

We will acknowledge receipt of your email and should be able to allocate a counsellor within 7 working days. If the counselling service is oversubscribed, we let you know and place you on a waiting list.

By completing the form and sending it to ACC by email, or by providing this information over the telephone, you are giving us permission to store and process your data for the purposes of providing counselling to you. Please see the note on processing and storing your information on the final page of this document.

The referral form is on the next page.

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**REFERRAL FORM**

<b>Your Name</b>				
<b>Post Code</b>	<i>First 4 digits only.</i>			
<b>Please provide contact details that you would be happy for ACC and an allocated counsellor to use to contact you</b>				
<b>Landline</b>				
<b>Mobile</b>				
<b>Email Address</b>				
<b>How did you find about the service?</b>				
<b>Tell us a little about yourself</b>				
<i>Your gender</i>				
<i>Your age bracket</i>	<i>16-18</i>	<i>19-21</i>	<i>22-35</i>	<i>36-50</i>
	<i>51-65</i>	<i>66-75</i>	<i>76-85</i>	<i>86+</i>
<i>Your Ethnicity (optional)</i>				
<i>Your Faith (optional)</i>				
<i>If you have any preference relating to the ethnicity of your counsellor, please tell us:</i>				
<i>Please note that we will try to meet your request, but this cannot be guaranteed.</i>				
<i>Let us know anything else that you think might be helpful for us and your counsellor to know. It is OK to leave this section blank</i>				

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<b>Briefly describe the reasons you are seeking counselling at this time</b>	
<p><i>The more you can tell us about what you are experiencing the better able we will be match you with a suitable counsellor</i></p>	
<b>Is there anything else you think we should know?</b>	
<b>If NHS staff please provide us with your GMC, NMC, or HCPC registration Number</b>	<p><i>Applies only to those working in a medical or clinical role</i></p>

<b>OR for non-registered NHS Staff, Ancillary Workers and care home workers ONLY, Tell Us Below Where You Work and in What Capacity</b>

<b>Please tell us when you will normally be available for counselling</b>	
<p>Please list all days and times including weekends and evenings that you can be available for on-line or telephone counselling</p>	
<b>Days</b>	<b>Times</b>

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### **A note about using and storing the information you provide to us.**

We will store the information you give to us on ACC's secure systems. We will use the information to allocate you a counsellor, and your allocated counsellor will also be able to see a copy of your referral form. ACC will keep a record of the counsellor that is counselling you, and the start and end dates of your counselling, and how many sessions in total that you have.

ACC will keep your personal information, that is your name, contact details, the information provided on this form, and the details of your counsellor and summary information of your counselling sessions as described above, for a period of up to three months from the end of the scheme under which you are being referred, or the end of your counselling (whichever is the later date). The one exception to this will be if you have raised a concern about your counsellor or the administration of the scheme, in which case ACC will keep information relating to the scheme and your personal details for a period up to three years.

You have a right to see all the information ACC holds about you. Your counsellor will also explain their record keeping policy to you at the start of counselling, as they will also be keeping confidential records of the counselling sessions you have together. These will be subject to different retention periods, which the counsellor will explain to you.