

Dear ACC Members and Affiliates

We thought we would bring you up to date with changes at ACC, give answers to some of the most frequently asked questions by counsellors and update you on recent resources that might be helpful for counsellors and pastoral carers.

### Changes at ACC Head Office

ACC have left the building....and thanks to the wonders of technology we are set up to serve our members remotely. Redirection of post takes 2-3 weeks, so there may be a delay in processing anything that you have sent in. Otherwise, although we are taking it in turns to cover the phone, e-mailing rather than ringing would be very helpful

For

- membership renewals, general enquires and pastoral care membership [office@acc-uk.org](mailto:office@acc-uk.org)
- counselling practice guidance [counselling@acc-uk.org](mailto:counselling@acc-uk.org)
- counselling membership and joining the register [registrar@acc-uk.org](mailto:registrar@acc-uk.org)

### Frequently Asked Questions

Please see the email sent on the 12<sup>th</sup> March which explores issues of supervision and remote counselling in more detail. All emails, advice and guidance are available on the front page of our website – together with useful links.

In general, we trust our registered and accredited counsellors to make good decisions about their practice issues during these extraordinary times. A good decision means that you have considered things 'in the round', carefully weighing risks and benefits, making use of the knowledge and resources available to you – including the views of colleagues, and taken account of all the people effected by your decision. It is helpful to keep a note of decisions you have taken and the rationale for them.

The 2 most frequently asked questions are

1. **Will ACC cover my working as an on-line or telephone counsellor?**

**Answer:** yes, provided that your supervisor supports you, or if you are a student that your supervisor, training college and placement organisation support you. You also need to check that your insurance covers on-line and/or telephone counselling.

2. **Do I still need to keep up with supervision if I have minimal or no clients – especially as I won't have much income?**

**Answer:** if you are counselling clients you still need to have the support of a supervisor. We are prepared to relax the 1 hour/1.5 hours per month guidelines...but please re-negotiate with your supervisor as to what is workable and affordable. If your supervisor cannot support you for whatever reason, we can provide you with access to stand-by supervision support through our list of volunteers (please see below).

If you are not counselling clients or are only providing a voluntary (i.e. without charge) 'check-in' phone call from time to time to keep connected, then we will treat it as if you are on a practice break and you don't need to have regular supervision during this period. However please respect your supervisor who may also be facing loss of income etc. during this period.

We have listed tools in previous emails but are not in a position to evaluate all the technical aspects of them. You will need to do some investigation and choose a tool that you believe offers the confidentiality and security that is needed. You also need to take into account when switching from face-to-face to on-line counselling with ongoing clients, the client's tool of preference. It will be much easier to get going with something that the client feels confident in using. You can discuss swapping to a better platform in due course.

### **Stand-by Supervision Support is Up and Running**

We have a list of accredited counsellors and supervisors who are willing to be on stand-by for anyone whose current supervisor is unavailable and who needs the immediate help and advice of a supervisor. The vision is to provide ad hoc support *as and when* needed on a voluntary 'best endeavour's' basis.

For members who face a longer period without supervision support, some of members on our standby list may be able to step in to fulfil the role of a supervisor for a longer period. Any such arrangement will need to be negotiated between the parties and subject to contracting and the payment of fees etc.

If you need access to the stand-by service, please email [counselling@acc-uk.org](mailto:counselling@acc-uk.org) giving brief details of the problem or ethical concern, taking care to preserve client confidentiality.

### **CPD Records**

We are heartened that so many of our members are taking up the challenge of offering on-line or telephone counselling. This is a reminder to keep your CPD records updated so that you can evidence the training you are discovering and undertaking. Remember that reading articles and books and watching on-line tutorials all count towards CPD.

### **Updating Your Find a Counsellor/ Supervisor /Organisation Website details**

Thanks to all those members who are updating their entry in our find a counsellor /supervisor section which is displayed on our website to indicate that they are offering on-line and/or telephone counselling, Having information about members who can practice in this way is of great service to members of the public.

Thank you also to affiliated counselling organisations who have informed us that they are closing for a period. Again, this helps us provide accurate information to people looking for counselling support.

## Support for the Self-Employed

As most people will be aware this issue is an urgent one for the many million people who work in the U.K. We are reassured that the Government is aware of the importance of providing further help and will be making further announcements tonight (Thursday).

We think this is a useful summary of what was announced by the counsellor last week.

<https://www.theguardian.com/business/2020/mar/20/self-employed-coronavirus-crisis-sick-pay-redundancy-benefits>

## Resources for CPD about on-line / telephone counselling

Over the last few days there has been a marked increase in information and advice about working on-line. There is less information available about using telephone counselling. The best resource that we have found is "Telephone Counselling, a Handbook for Practitioners" by Maxine Rosenfield, published in 2013 by Palgrave. For books about on-line counselling be especially careful when looking on Amazon as one of the key books focuses on counselling by email, rather than over a video link (check the feedback comments). We have found a book published in 2020 by Routledge. It is a series of essays, edited by Haim Weinberg and Arnon Rolnick, which cover "internet-delivered Interventions for Individuals, Groups, Families and Organisations".

Here are a few resources that we are aware of:

- On-line Events Live and Recorded Video sessions

On-line events continue to provide free resources for the counselling community. They can be accessed by visiting their website <https://www.onlineevents.co.uk>

- Relational Depth

Anyone interested in relational depth and online counselling may find Mick Coopers blog of the 18<sup>th</sup> March interesting.

<https://mick-cooper.squarespace.com/new-blog>

- Working with Children and Young People

Anyone interested in working with children and young people will find recordings on the On-Line events website, and may also find the following information from the Anna Freud Centre generally helpful <https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/>

- Training

For Training Affiliates attached is a paper written by John Drane and Olive Fleming Drane entitled "Coronavirus, online teaching & learning in the immediate crisis" which they are happy to be distributed to anyone who might find it useful.

## **Help and Advice from one of ACC's Insurers: Towergate**

Towergate Insurance have provided links to advice relevant to the current situation on Cyber Crime and BCP Planning and Employment Law /HR. Two PDFs are attached.

The Employment Law / HR document provides a link to a free hub that you can register with and get information specifically relating to the coronavirus. You will need to follow the link to register and choose 'Towergate' in the drop-down menu for partner. This may be particularly helpful to our Affiliate Members, although all members may find the information helpful.

It does not matter if you are not insured with Towergate, because of our relationship with them they have given permission for us to share this with all of our members and affiliates to use this information

If you have any enquiries relating to this advice Diane Capelhorn at Towergate would be happy to speak with you. [Diane.Caplehorn@towergate.co.uk](mailto:Diane.Caplehorn@towergate.co.uk)

## **Prayer Focus and Pastoral Support**

Please see attached a helpful document from the Church of England "Guidance on Mental Health and the Coronavirus".

All of us as well as the people we counsel and care for will be impacted mentally, emotionally and spiritually as well as physically by the events of the last few weeks. We encourage everyone to give themselves time and space to adjust to new ways of being and to acknowledge feelings – especially those associated with loss and grief for sudden disconnection from people, places, routines, past times and the former certainties and securities of everyday life. Some may feel under pressure to embrace all the 'possibilities of the new' which are flooding the media – but we may have an important role in providing 'transition' space to help ourselves and others come to terms with the reality of what is happening and what that means for people, their friend, families and faith communities.

We know that members of our community and the general public are concerned for the well-being of those who vulnerable and live alone and are likely to be alone for what may be a long period of time. Of equal concern, but arguably not given any public attention at the moment, are those for whom relationships and family life are far from safe– especially when havens such as schools, work and the ability to meet with friends are closing down. We may be of individual service to those who are most at risk if we can signpost people to services that are staying open. Please also see following section about what to do is you are concerned for the safety of anyone.

## Telephone Support

Childline: 0800 1111

Samaritans: 116 123

Premier Lifeline 0300 111 0101

Domestic Violence Hotline: 0808 2000 247

Mind: 0300 123 3393

Age UK: 0800 169 6565

## On-line resources

<https://www.mentalhealth.org.uk>

<https://www.mindandsoulfoundation.org>

<https://www.mind.org.uk>

<https://www.careforthefamily.org.uk>

## Resources from World Health Organisation

["Mental health and psychosocial considerations during the COVID-19 outbreak"](#)

[Coping with stress during COVID-19](#)

[Helping children cope with stress during COVID-19](#)

[How to address COVID-19 social stigma](#)

Q&A about COVID-19 with Aiysha Malik from the Department of Mental Health on

[Twitter, Facebook, and LinkedIn](#).

United Nations Inter-Agency Standing Committee Reference Group for Mental Health and Psychosocial Support: [Briefing Note on Mental Health and Psychosocial Aspects of COVID-19](#)

International Council of Nurses: [Press release on mental health and psychosocial support for clinicians during COVID-19](#).

## IF YOU ARE CONCERNED ABOUT THE SAFETY OF AN ADULT OR CHILD

The following are links for where people can report or discuss a concern, they may have in order to decide if it needs reporting. These are national services and have links so people can access their local Multi-Agency Safeguarding Hub (MASH).

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/report/>

<https://www.gov.uk/report-child-abuse>

<https://www.gov.uk/report-abuse-of-older-person>

If anyone thinks that if they, a child or someone else is at immediate risk they should call 999 immediately or 101 if they think a crime has been committed.

*Thank you to our members who have alerted us to these resources and raised the issue of supporting those who are most at risk in the family.*

We will be will continue to compile this list and place on our website.

### **Accord**

We are pleased to tell you that Accord is being dispatched this week and so should arrive with you next week. We will work on a June edition, which we hope will be able to be produced in the normal way, but if not, it will be available electronically.

Best wishes

The ACC Team