

COVID-19

TRAUMA DEBRIEFING | CONTAINMENT THERAPY

FAQ FOR HOTLINE USERS

**THE 'COVID-19 MEDICAL FRONTLINERS COUNSELLING HOTLINE'
IS AN EMERGENCY COUNSELLING HOTLINE ESTABLISHED TO SERVE MEDICAL
FRONTLINE PRACTITIONERS DURING THE VIRUS CONTAINMENT PERIOD**

- The Hotline was established in Cape Town by Kayla-Tess Pattenden, a qualified social worker in the private and NPO sector with experience in trauma, supervision and systems management.
- This is a collective of social service professionals from a diversity of organisations both private and public. It is not LINKED to any single organisation.
- This service is limited to medical practitioners ONLY.
- A referral list of other helplines for other at-risk populations is available upon request.
- This is a NATIONAL 24 HOUR hotline with counsellors from all provinces servicing the Hotline.
- Counsellors will provide VIRTUAL and ENCRYPTED counselling via ZOOM Video Calling or Whatsapp Video Calling or Messaging.
- Clients are limited to a maximum of 2 FREE 45 minute sessions with one of our counsellors. Thereafter our counsellors will begin to charge a rate for LONG-TERM therapy.

- A stable internet connection or sufficient data is required for these services to be effective.
- Occasional technological disconnection can be expected. Our team will do what they can to reconnect immediately.
- Counsellors who serve on the hotline are all screened for trauma experience, proof of qualification and registration with their counsel.
- Counsellors have also received additional training via webinar covering effective online counselling, the context of covid-19 and effective trauma and containment therapy.
- The hotline is receiving queries via WHATSAPP MESSAGE ONLY.
- Upon messaging the hotline, an intake questionnaire is sent to the client. The questionnaire must be completed in order for us to refer you to the right practitioner for support.
- A consent form is also sent to clients via the hotline. CONSENT MUST BE GRANTED in writing via the Hotline otherwise we are unable to refer you.
- Consent forms will be sent to the client in their language of choice as indicated in the intake questionnaire
- Clients are then referred to a counsellor based on language and location.
- Counsellors will write summary reports for each session they have with clients for ethical and accountability purposes.
- Risk Assessments will be conducted with clients and those whom are at risk for harm to self or others will have their line manager contacted for practical on-the-ground support and action.
- Medical Facility leadership may contact us via the hotline requesting our services to their staff.
- Medical Facility leadership will have access to our Qualifications Drive proving the experience of all counsellors in the team.
- Medical Facility leadership will have access to the Report Drive to view the counsellors recommendations for their respective staff.
- The hotline has been established for the 21 day lockdown.
- Sustaining the hotline beyond that is currently being discussed with the respective governmental and medical services.

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