

MORE INFORMATION OR REFERRALS

To find out more about us, counselling, or to refer yourself to the service, please call Monday-Friday (10am-5.30pm) on:



0208 525 2319

If you reach our answerphone please leave a message with your name & number & we will call you back.

We also accept referrals from: doctors, social services, housing professionals & other statutory, voluntary, community & faith-based agencies.

WHAT HAPPENS AFTER REFERRAL?

You will be offered an initial assessment meeting to assess & discuss your main issues & concerns. This first meeting enables us to establish the best counselling or psychotherapy service to offer you or help us to recommend another more appropriate service outside of City and Hackney Mind.

OTHER SERVICES WE PROVIDE

- Information, Advice, Advocacy, Appropriate Adult and Welfare Rights
- Befriending and Carer Support Services
- Prescribed Drugs, BME, SureStart Counselling
- Employment and Computer/IT Training
- Literacy/Numeracy Projects (including **free English Language "ESOL" courses**)
- Housing Projects, Drop-in centre and Support Groups

CONFIDENTIALITY

All personal material shared or disclosed to a counsellor or therapist is strictly confidential to the client, counsellor & the counsellor's clinical supervisor.

HOW TO FIND US

Nearest tube: Bethnal Green (Central Line) then take the 106, 254 or D6 bus towards Hackney. Alternatively, go to Whitechapel Station (District Line, Hammersmith & City Line and East London Lines) & take the 106 or 254 bus & alight opposite the Texaco petrol station.

Nearest Rail: London Fields station. (5 minutes walking distance). Alternatively, go to Hackney Central station & take the 106, 254, 55, 48 or D6 buses down Mare Street towards Whitechapel. Alight outside the Iceland supermarket.

CONTACT US

For further information or to make a referral please:

Telephone: 0208 525 2319 or 0208 985 4239

Email: counselling@cityandhackneymind.org.uk

Write to: Trauma & Refugee Project Coordinator, City and Hackney Mind, 8-10 Tudor Road, Hackney E9 7SN

www.cityandhackneymind.org.uk



TRAUMA & REFUGEE COUNSELLING PROJECT



Counselling & Emotional Support for Refugees & Asylum Seekers

**in Hackney & the City
aged 18 years plus**

Information for Clients

WHO ARE WE?

We are an independent service offering counselling, therapy & support services for asylum seekers, refugees & people in exile in Hackney & the City, who are at least 18 years old, & suffering from trauma related emotional health problems.

WHAT IS EMOTIONAL HEALTH?

It is how we think, feel & cope with life. Due to all the pain, suffering & horrific events asylum seekers & refugees have often faced, many are left feeling frightened, sad, helpless & with wounds we cannot see—traumatised.

However, there may be social or cultural taboos around emotional health or seeking help. At times emotional pain & mental suffering are seen as signs of madness, a curse, sickness or weakness of character. This is not true; it is how ordinary people cope with extraordinary experiences.

WHY CHOOSE COUNSELLING?

Perhaps you are suffering from:

- ◆ **War, persecution, torture or detention**
- ◆ **Loss** of your family, country, language, community & identity — all that is familiar
- ◆ **Guilt** about leaving home
- ◆ **Domestic violence:** physical, emotional, sexual
- ◆ **Loneliness** or feeling 'cut-off' from life
- ◆ **Feeling** stressed, frightened, angry or tearful
- ◆ **Physical pain** or health problems (eg dizziness breathing difficulties) or **sleep problems**
- ◆ Upsetting thoughts, **memories or flashbacks**
- ◆ Difficulties adapting to a **new way of life**
- ◆ **Immigration, housing or money** problems
- ◆ **Uncertainty** about the future or deportation

WHAT IS COUNSELLING?

Counselling is a way of **resolving problems by talking** about them with **experienced & qualified people who listen to you** without judgment.

It is a **private time & space each week**, offering you confidentiality & support, so that you may feel safe enough to talk about issues that are difficult to speak about elsewhere.

HOW CAN COUNSELLING HELP YOU?

Counselling can offer you the opportunity to:

- ◆ **express your thoughts & feelings**
- ◆ **understand how** your past **experiences** may **affect the way you feel now**
- ◆ **better cope with** past or present problems, **loss & changes** in your life
- ◆ **feel supported** & better in yourself
- ◆ **reduce stress & suffering** in the future
- ◆ **improve** your **confidence**
- ◆ become **more** aware of **choices** in your life & **help you to make decisions**
- ◆ find **new ways of communicating** with people
- ◆ feel strong enough to **meet other people**, take up social, education & other opportunities
- ◆ **improve your sense of belonging** in the community

WHAT DO WE DO?

- **One-to-one, weekly counselling**
(By appointment only)
- **Information & Exploring Therapy Sessions**
- **Group counselling & support**
(Meet other people with similar problems)
- ◆ **Introduce you to professionals**
who can help you with housing, immigration, money, employment, education, free computer training, ESOL classes & befriending

COUNSELLING LANGUAGES

English, French, Spanish, Turkish, Amharic

Where possible & if you choose, you may be offered counselling in your own language with a bilingual counsellor (or interpreter's help). Languages offered vary so please call us to check what is available.

COST

Voluntary donations are welcomed but not essential & help with travel expenses may be given where appropriate & possible.

WE WANT TO HELP!

We understand that as we try to cope with our lives & children, there is little time to give to our own emotional & spiritual wellbeing. It can also be difficult to speak out & trust people, or to share things with family or friends. We are here to listen & help you.

Remember, like physical health problems, our emotional wounds can get worse if we do not seek professional help.