



# Our response to Covid-19

Information and  
support for schools



## Our history

Our charity has been supporting the community for 105 years.

During that time, we have stood with the people of East London and Essex through challenging times and difficult periods.

We are no strangers to times like these, but we also know that things will get better.

We were founded with the sole purpose of supporting you, and we will continue to do that throughout this difficult time and beyond.



## Supporting you

We know just how important it is to have access to meaningful and helpful support when you need it most.

That's why, throughout the Covid-19 crisis, we are offering free telephone support to anyone that needs it.

Our aim is to provide you with sustainable, helpful support.

# Telephone support: frequently asked questions

## Who can access this support?

You can access this support whether you're an existing client or not.

We are offering support to:

- Key workers
- People with Covid-19 or suspected Covid-19
- Friends and family members of Covid-19 patients
- People who are self-isolating
- Vulnerable people
- Anyone finding the current situation particularly difficult or challenging

## Who will I be speaking to?

You will be speaking to a qualified professional who has volunteered to provide telephone support.

## Why are you offering telephone support and not counselling?

While there is no substitute for counselling, we believe that telephone support is the most appropriate service to offer at this time.

Counselling is most effective when carried out after a crisis, when you feel safe to explore and understand.

You need to be able to build a relationship with your counsellor, knowing that they are going to be there every week. You need space and time to explore in a safe and confidential way, and ideally this should not take place at a time when you are under extreme pressure.

Unfortunately, due to the current global crisis, we cannot create the ideal environment for counselling. However, we can help you to cope with what's happening now. Through telephone support sessions, we can help you to explore what is going on for you and think about ways of coping.

## What will happen when restrictions are lifted?

When we can guarantee your safety and in line with government guidelines, Renew will re-open and face-to-face counselling will resume.

If you were coming to Renew before the crisis, your counsellor will be waiting to see you and your appointment will be available as before. Our administration team will contact you with more information.

If you are new to Renew, you are more than welcome to register with our service if you need to.

# Register for telephone support

Throughout the crisis, we are providing free telephone support to those who need it.

This support will be offered voluntarily by qualified counsellors – but it is not counselling.

If you are in need of support, please contact one of our counsellors by calling or texting one of the numbers opposite.

We will have a different counsellor on-call each day during this period. Please check the numbers below and ensure that you are calling the number of the counsellor on-call on that day.

For your first call, please ensure that you call us between 10.00am and 3.00pm and we will let you know what to expect.

**Monday**  
07947 482 257

**Tuesday**  
07903 410 131

**Wednesday**  
07759 262 889

**Thursday**  
07394 533 792

**Friday**  
07538 120 469

# Contact details

If you'd like more information on Renew, you'll find our standard contact details below.

**w: [renew-us.org](http://renew-us.org)**  
**t: 01245 359353 or 01268 822 800**

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