



COUNSELLING SERVICE

Modern living creates a multitude of strains and stresses on individuals and families alike. Though most of us can carry one or two problems at a time, sometimes things just pile up.

24 HOUR HELPLINE SERVICE

- **CONFIDENTIAL**
- **NON-JUDGEMENTAL**
- **SUPPORTIVE**

Counselling is a process of learning to understand yourself and others by exploring your thoughts and feelings in a supportive and non-judgemental space, enabling you to make a constructive change in your life, whether in crisis or an ongoing situation.

As part of your policy with us, DAS provides a confidential counselling service 24 hours a day, 365 days a year to you and members of your immediate family – providing they live with you and are over the age of 18 (or aged between 16 and 18 and in full-time employment). DAS counsellors are members of The British Association for Counselling and Psychotherapy and are covered by their code of Ethics and Practice.

Callers’ concerns could include:

PERSONAL ISSUES

- ELDERCARE
- FAMILY BREAKDOWN
- STRESS, ANXIETY, DEPRESSION
- BEREAVEMENT
- RELATIONSHIPS (DIVORCE/SEPARATION)
- DOMESTIC ABUSE
- SUBSTANCE ABUSE

WORK ISSUES

- PRESSURE
- BULLYING AND HARASSMENT
- WORK CONFLICT
- DEATH IN SERVICE
- WORK OVERLOAD
- WORK LIFE BALANCE
- REDUNDANCY
- CHANGES AT WORK

Counsellors may be able to help you work through your problems and find ways of dealing with them. Remember, you choose when you call and what you talk about. Calls may be recorded to help check and improve our service standards.

You need not be alone.

HELPLINE SCENARIOS

The following scenarios are fictitious, although typical, examples of Counselling Helpline calls.

Parent – Teenage anguish

A mother calls the DAS Counselling Service, distraught at the behaviour of her teenage daughter. The caller showed signs of feeling angry, upset and very frustrated by her daughter. Although the mother phoned about her daughter, in the counselling we concentrate on the caller and how she feels.

Together we look at ways that she could rebuild the channels of communication between herself and her daughter. We help her to look at the situation through the eyes of her daughter.

Over a series of calls, and a lot of work in between calls by mum, they are able to rebuild their relationship.

