



STREE MANORAKSHA TRAINING

Tele-Counselling for Women Facing Violence



Learning Objectives



Learning objectives

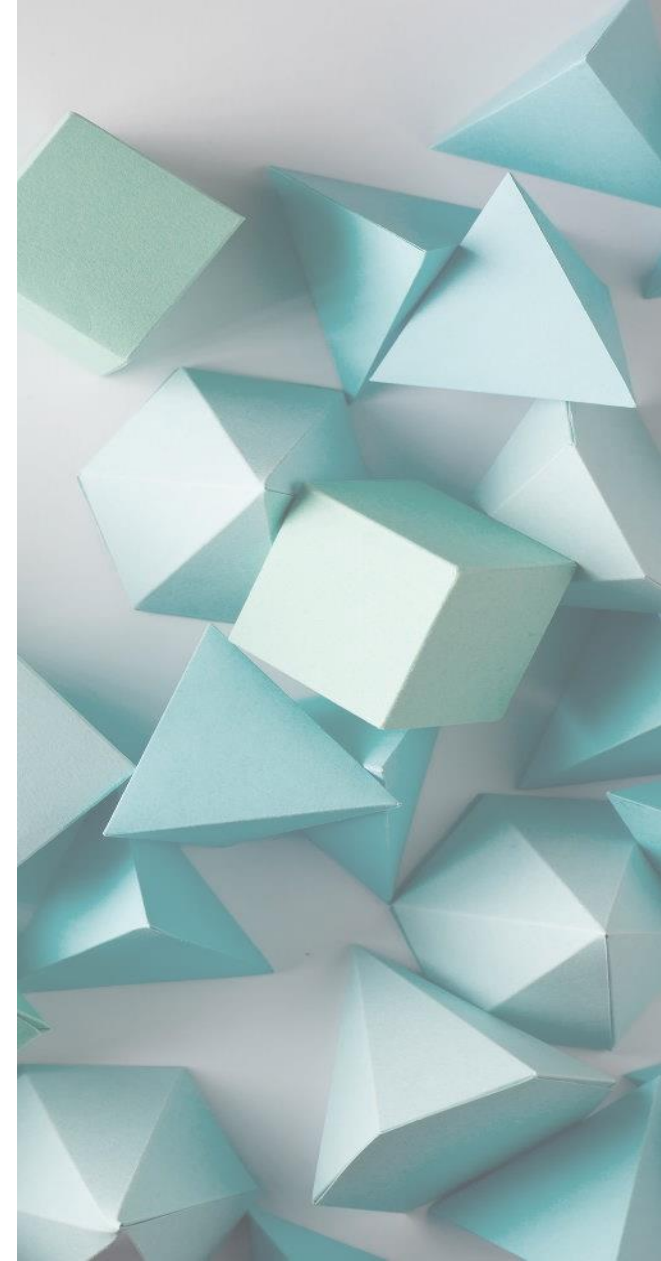
- What is Tele-Counselling?
- Why is Tele-Counselling important for women facing violence?
- The basic guidelines of Tele-counselling.
- How to do tele counselling for women facing violence?
- What are the benefits of Tele-counselling?
- To understand the challenges involved in Tele-counselling.



What is Tele-Counselling?

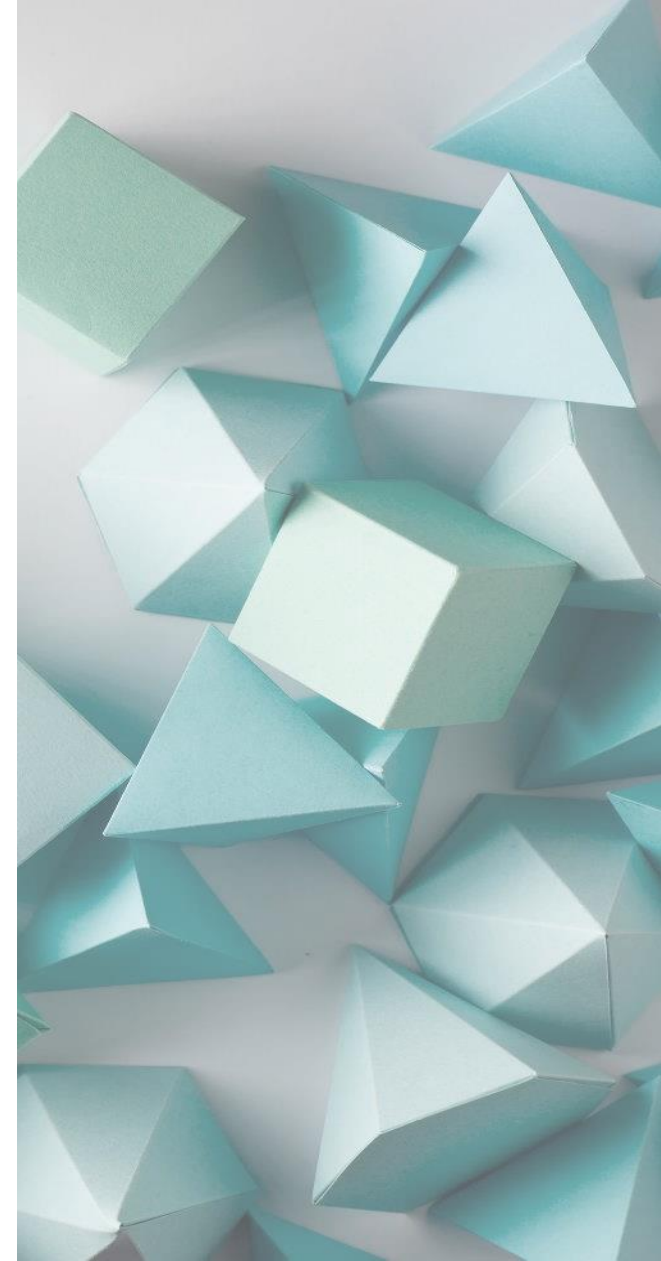
What is tele counselling?

- Psychosocial support via phone or secured online platform.
- Includes video sessions, text messages, telephone calls or a combination of these.



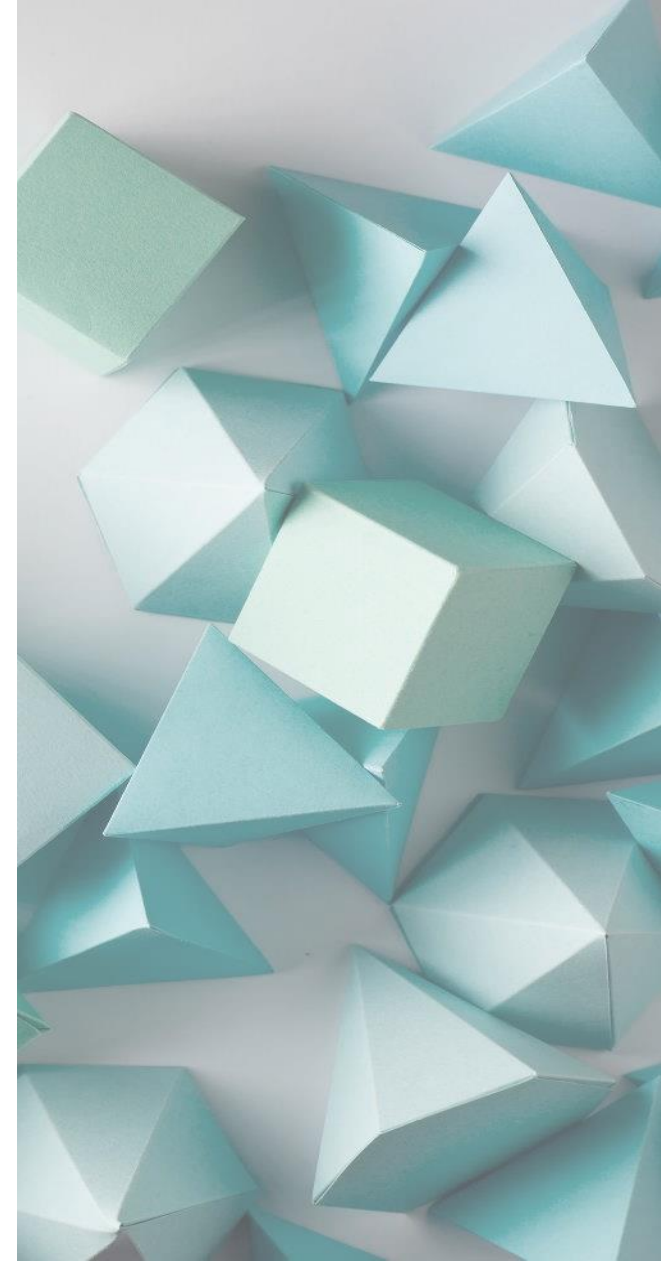
Why is Tele-counselling needed?

- Women facing domestic violence may have restrictions in going out or difficulty in leaving children behind.
- Restrictions on physical contact and travel during Covid-19 pandemic.



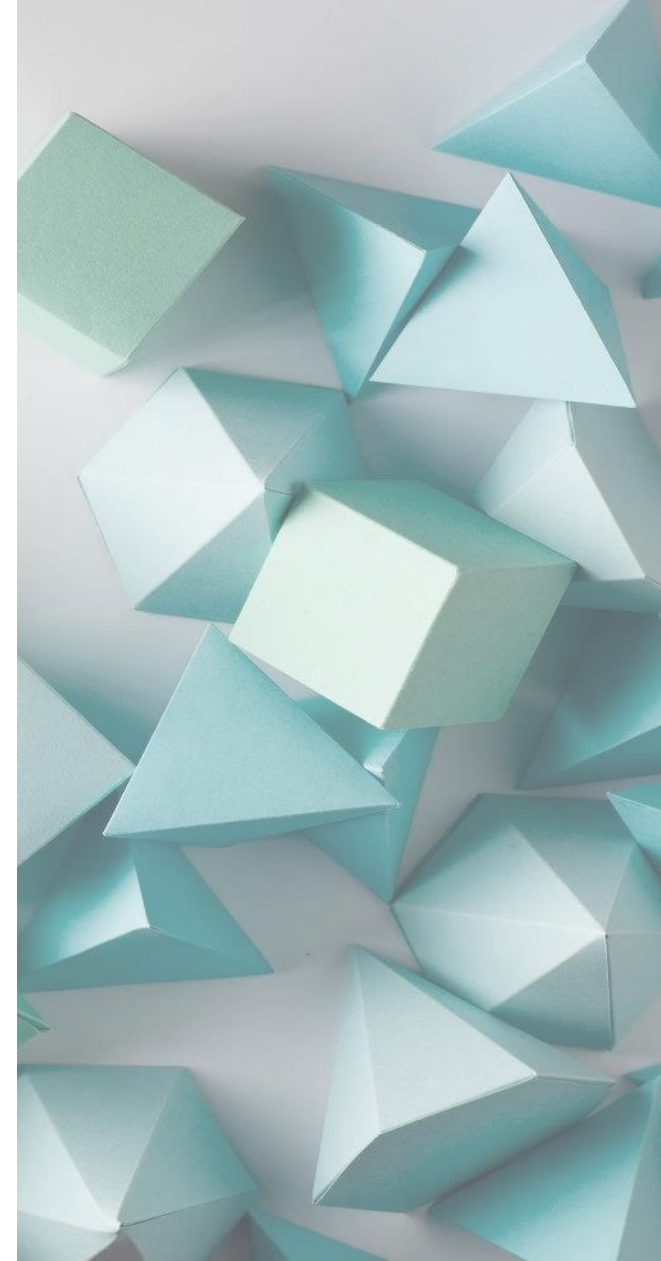
Why is Tele-counselling needed?

- Women who have faced sexual violence (rape) may not be willing to come to OSCs for fear of stigma, shame or physical health problems.



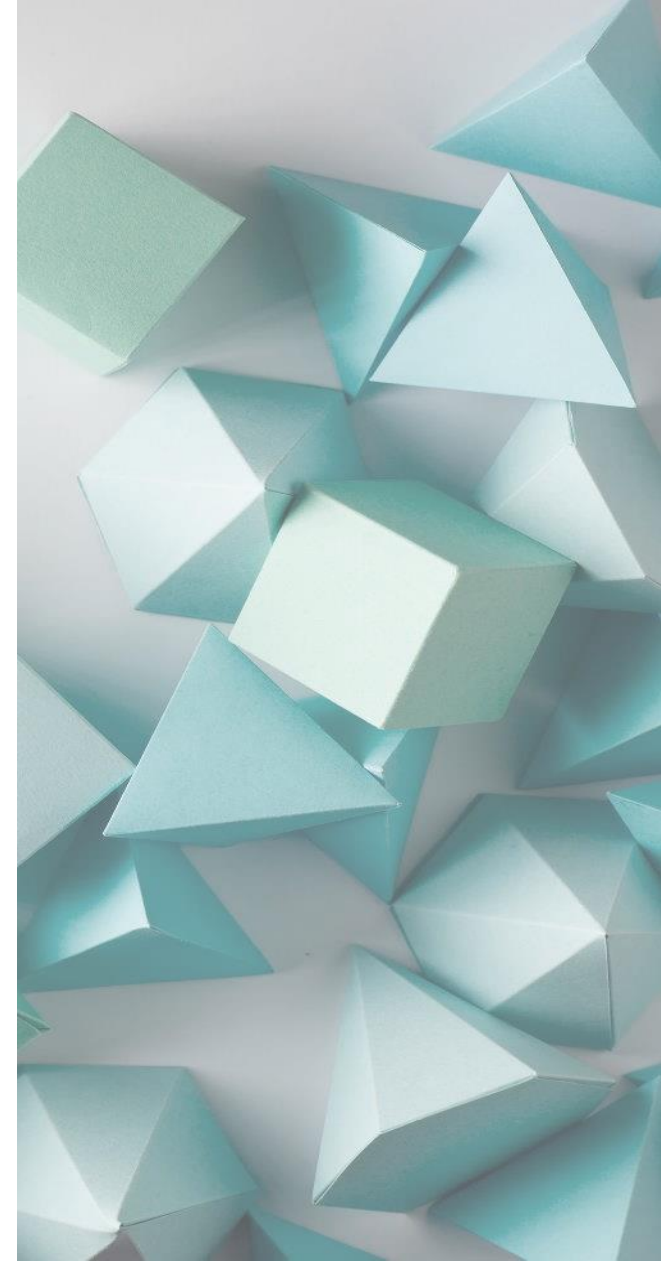
Basic Skills for Tele-Counselling

- Empathetic responding
- Non -judgmental attitude
- Active listening (hmmm, uh-huh)
- Validation



Basic Skills for Tele-Counselling

- Reflection of feelings-“I can sense that you are feeling hurt by your husbands’ response.”
- Be considerate
- Paraphrasing.

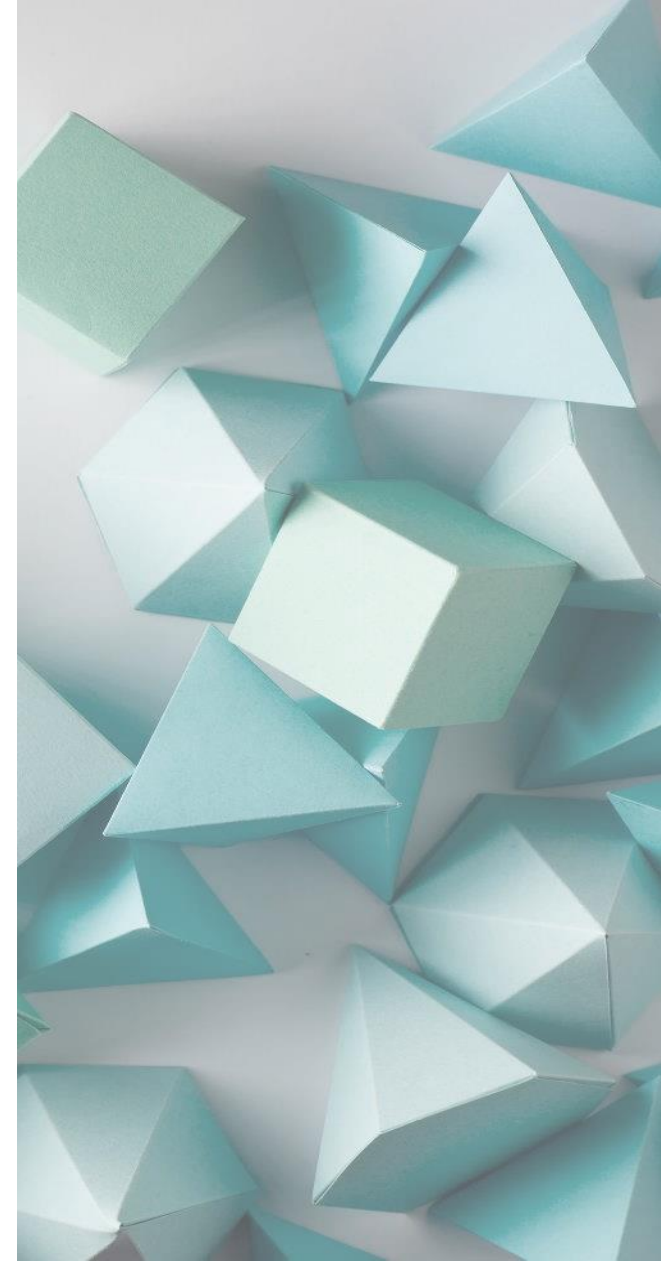




Guidelines in Tele-Counselling

Guidelines

- Discuss about recording the sessions.
- Counsellors can disable data protection and data-recording settings (confidentiality issues).
- Safety protocol has to be shared in the first session.



Guidelines

- Consent to be taken- photo of a written document of the consent or verbally (recorded) sent via email or chat.
- If family calls, information may be provided only if the woman consents (this must be checked when alone and safe).



Guidelines

- Be non- judgmental and do not show any personal biases.
- Have adequate knowledge about the devices used.
- Have adequate knowledge about gender-based violence, legal issues





Guidelines: Safety Protocol

- Be cautious - Telephone calls may be monitored by abusers.
- Safety protocol should be discussed in the first session.
- No callback policy as it may pose a risk to safety.



Guidelines: Safety Protocol

- Ask survivors to call back if it gets disconnected.
- Ask survivors to delete call records from the call history of the phone.
- Establishment of a code/red flag phrase.
- Any requested call back from the counsellor should be accompanied by a safety plan.



What to say?

- ‘You can talk as much or as little as you want to; there is no pressure to talk’.
- ‘Can I continue this call?’ Answer in Yes/No.
- ‘Is it safe to talk now?’ Answer in Yes/No.



What to say?

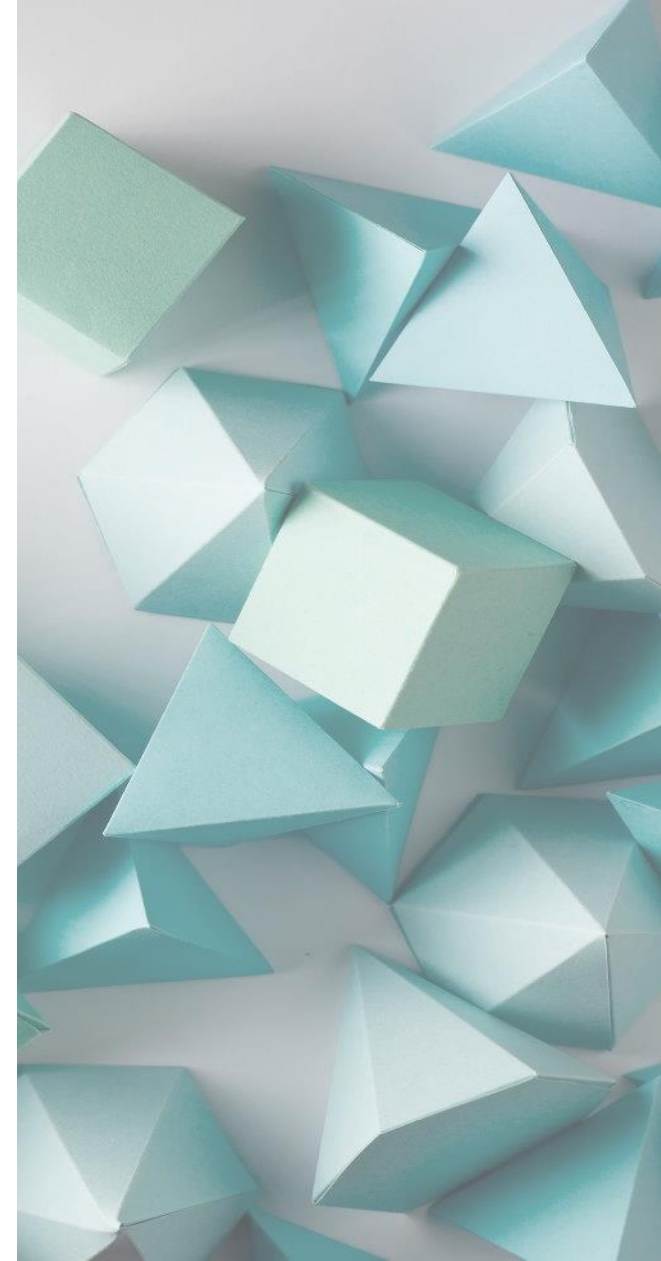
- ‘If someone comes in talk to me as if I am your friend or cut the call as wrong number’.
- ‘You can save this number in a friend’s name’.
- ‘Delete the number once you keep the phone down’.



Ground rules to maintain boundaries

Discussion needed on:

- Availability.
- Duration of sessions.
- The routine of responding to messages.
- No contact over social media.
- Alternative ways of contacting in case of technical issues.



Working with family members

- Session with perpetrator or other family members only if the client consents.
- Contact other support systems if there is a threat to safety.
- Ensure client is present on call while contacting support system.
- Maintain confidentiality.



Crisis Intervention

- Introduce self; Take consent. Mention confidentiality.
- Assess safety.
- Share maximum information and inputs.
- Suicide risk assessment.
- Create a safety plan.
- Explore social support.
- Make referrals and provide necessary resources.



What not to do in Tele-counselling?

- Do not call the client back. Wait until they get back to you.
- Do not record the tele-counselling session.
- Do not use information from the sessions for any research purpose.



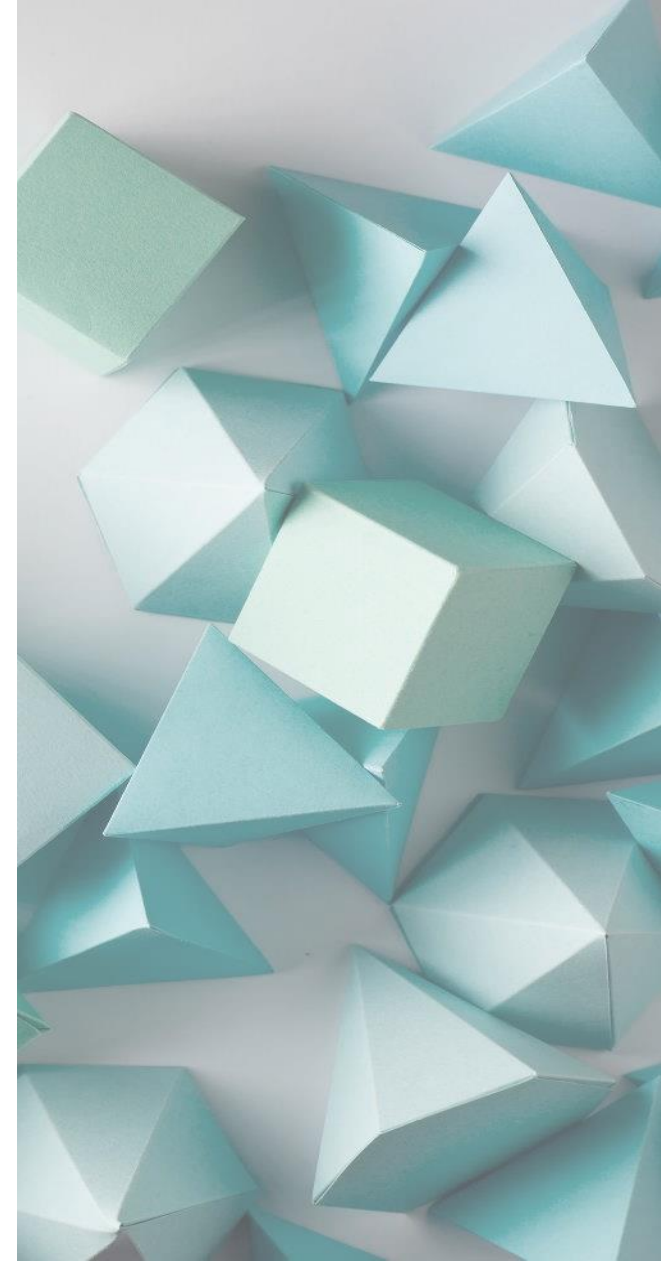
What not to do in Tele-counselling?

- Do not give incomplete or misleading information.
- Do not provide false reassurances.
- Do not assume that you have understood the caller.



Benefits of Tele-counselling:

- Provides access to immediate support during a crisis.
- Case management and crisis support can be provided remotely.
- Confidentiality is maintained.
- Cost -effective.
- Can reach larger population



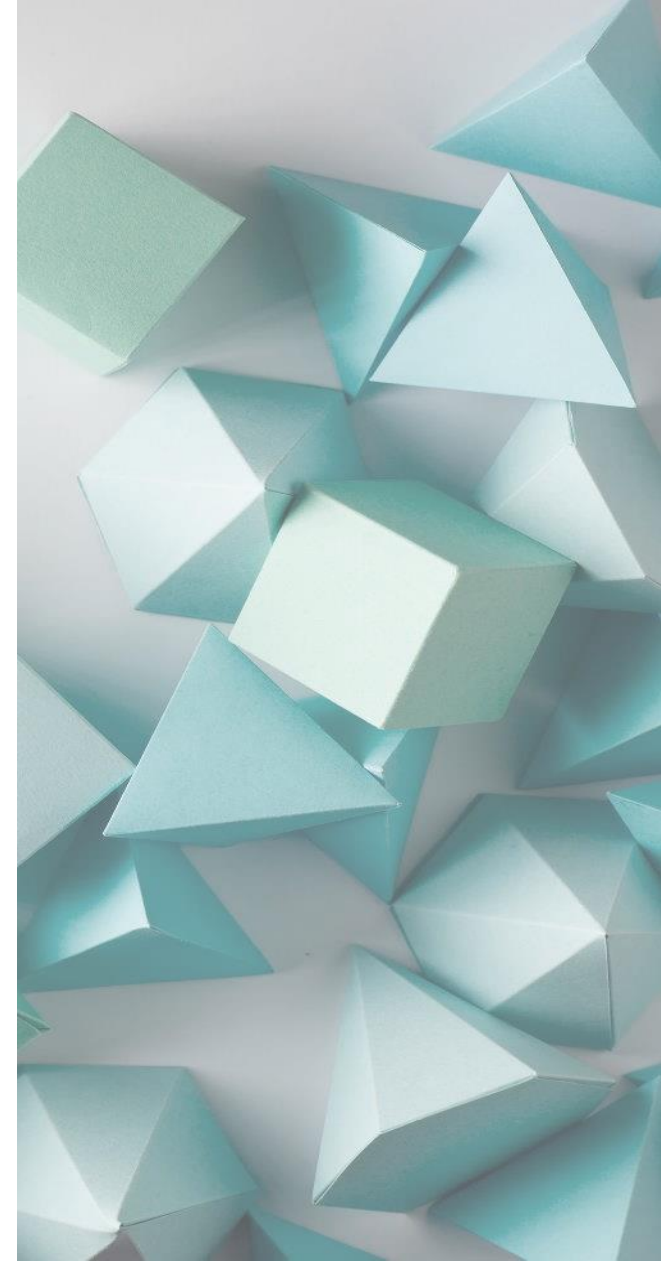
Benefits of Tele-counselling:

- Stigma from seeking help can be reduced.
- Accessible to all groups – adolescents, elderly & marginalized population.
- Continuity of services is ensured- coordinating follow ups, communication during a crisis.



Limitations:

- Not an alternative for in-person counselling.
- Scope of non verbal communication and behavioural observation is eliminated.
- May not allow the counsellors for providing comprehensive services.
- Network problems.
- Presence of perpetrator.



When not to do tele - counselling?

- If case of active suicidal ideas
- When there is unsafe environment(perpetrator around)
- In case of Posttraumatic Stress Disorder (PTSD)



References:

- Tele-counselling manual, Society for Nutrition, Education and Health Action (SNEHA), 2020 (<http://snehamumbai.org/wp-content/uploads/2020/11/Telecounselling-Manual.pdf>)
- Link to Training Audio Sessions on Tele Counselling for Women with Psychological Distress- <https://drive.google.com/drive/u/1/my-drive>

Thank you

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