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**For those who are hearing impaired: Your journey to accessing CBT or short-term counselling**

**JOURNEY STARTS**Contact via one of the following methods

**Live chat (platform)   
OR   
Email**: eap@spectrum.life

**Manager Referral**

**WhatsApp/SMS**

Case Management Team contacts within **24-hours**

**Mental Health Consultation takes place** with a qualified counsellor or psychotherapist for in the moment support to determine your needs and suitability for services

**Yes No**

Appropriate for short term counselling?

Referred to appropriate support and method of connection: **Video or Face to Face counselling.** BSL interpreter available upon request

When needed, support given to identify more appropriate services to meet your needs

Option for follow up call if you feel you need further support

Feedback with case manager via email

SliverCloud CBT

If you are under immediate risk or harm, emergency services will be notified, if safe to do so.

**8 weekly sessions** with your counsellor

Feedback with case manager

Final session

**Within 5 working days** - first session takes place

**24 to 48 hours -** appointment offered to you

Final session