

The HAVEN Update *September 2020*

We are still here for you

In light of the current situation with COVID-19 within the City, The Haven wants to update you with what we are doing to ensure our service is accessible for all during this time.

As always, the safety and well-being of women and children remain a priority for us, as well as the safety and well-being of our staff team.

This is a dynamic situation and, as such, our plans will change according to new information and advice. The Haven is reviewing government advice daily and is working closely with the local authority and Public Health to ensure that the service is able to continue under the current situation.

If you need advice or support, you can contact us via:



Freephone
24 hour helpline
08000 194 400



Text and WhatsApp
9am to 7pm
07719 558183



Live Chat
Weekdays 9am to 7pm
www.havenrefuge.org.uk

Please always call 999 in an emergency.

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Counselling

Our Counselling service is still being delivered via telephone and video call, and can be accessed by calling our helpline.

As always, our staff team are available to support women, and will continue to do so via identified safe methods, including telephone and video calls.

If any woman or child needs support during this time, we are here and are available **24 hours a day**.

If you find yourself, or someone you know in need of support, we recommend you create a safety plan – for more information see our [Health & Safety Planning Guide](#).

Donations

We are still currently unable to accept donations of items. We understand that this period of lock-down has been a great opportunity for many to do a mass spring clean and many are looking for charitable organisations to make generous donations. **We kindly request that you don't leave your donations on our door step at our head office. We are currently unable to use such donations.** As soon as we are able to accept your generous donations we will make an announcement on social media. Thank you.

To keep up to date with our services, please keep your eyes on our social media pages:

