



GUIDELINES FOR MSN SUPPORT

What is MSN Support?

MSN Support is an online instant messaging service in real time, offered by counsellors within KASP, at specific times during the week. Although the service is provided by counsellors, this is not an online counseling service. Users can expect a typed, immediate response from the KASP worker, at the times when MSN is offered as a service.

MSN Support is a means of access to occasional, short spells of support, for anyone over 16 years of age who has experienced childhood sexual abuse. It may prove to be a valuable option when you are not able or unwilling to access help by any other means. MSN Support is a way for KASP to offer the opportunity to you, as a survivor, to have access to someone who will listen to your current difficulties, or to ask some general questions or seek information.

Support will **not** take the form of ongoing, longer term support **nor** online counselling, without prior agreement between the KASP worker and yourself. If it appears that ongoing counselling or longer term support is more appropriate and useful then arrangements can be made for this to happen. Should that situation arise, separate guidelines will apply to both formal support arrangements and online counselling.

Who can use MSN support?

KASP is dedicated to providing support to survivors, or your friends/family members and/or carers.

MSN support is available to all survivors of childhood sexual abuse **whether or not** they are current clients of KASP.

If you are considering using MSN, it may be beneficial to have basic keyboard and computing skills. . KASP may be able to offer basic training in this area. Contact the office for further details.

How can MSN support be accessed?

Users of MSN can add our address, volunteer@kasp.org.uk, to their address book on MSN.

The service is offered during the following times:

Tuesday	10am to 11am
Wednesday	5.30 - 7.30pm
Friday	10am to 11am

As the take up rate of this service is monitored and we gather more information about the most suitable times for people, we may change the times we are available to provide this service. Any changes in future will be posted on the website.

What happens when MSN is not available?

When the KASP worker is unavailable on the intended day a message will be posted on MSN "personal message" to notify you of this and to let you know when the next day or time will be to provide MSN support.

What happens when you logs in to MSN and sends a message during the service times?

For each of the times available for MSN, there will be counsellors offering this service. It may not necessarily be the same counsellor on line at the same time each week.

During the hour that the service is active, there may be a queuing system to speak to the counsellor. The counsellor will let you know if that is the case and give you an estimated time that they will be available for you. At busy times, each person on line for the hour will have the opportunity to talk to the counsellor for up to 15 minutes during that hour. Where there is a large queue the counsellor will keep you updated on your progress in the queue.

You are welcome to use MSN services at different times through the week, and the 15 minute allocation of support is per hour, not per week. Limitations to service may be dependant upon the number of people at a given time queuing to use MSN.

If the MSN occasional support develops in to a longer term use or if it appears that you require a more in-depth support than MSN can provide, the counsellor will discuss this, on line, with you to identify a closer fit to your individual needs.

When the KASP worker logs off at the end of the MSN session, the personal message section will be updated to confirm when the next service is available. For example, at the end of the Tuesday session, the counsellor will update the personal message to confirm that the next available service will be available on Wednesday, and so on.

Confidentiality

Our Confidentiality Policy can be made available to you

The MSN messenger address that KASP use is volunteer@kasp.org.uk . You may want to think about whether you would prefer to log on using an address which does, or does not, identify you. If you decide to log on in a way that does identify you AND you are a client or waiting to be a client then the counsellor keeps a record of dates and times, purely for statistical recording.

None of the conversations taking place through MSN will be saved and there will be no records kept of the online conversations taking place through MSN support.