

OUR OFFER

DECEMBER 2021

At OTR, we have loads of projects available. Here you can see everything we currently have on offer, with the age range that each project caters for in the top left hand corner. Want to find out more? Head on over to our website (otrbristol.org.uk) or get in touch for a chat!



FREQUENTLY ASKED QUESTIONS!

WHAT IS YOUR WAIT FOR 1:1 THERAPIES?

Our waiting times change all the time and depend on whether you would like to access 1:1 remotely or face-to-face. Speak with our Membership Team for up-to-date information. And bear in mind some days and times are more popular than others so the more availability you have, the sooner we'll be able to find you a slot.

GROUPS MAKE ME NERVOUS. WILL I HAVE TO TALK IN FRONT OF EVERYONE?

No! There is no pressure to talk if you don't want to, and you have complete control over whether to have your webcam and/or microphone turned on too. Groups often have much shorter waiting lists than 1:1, so it's worth thinking about giving one a try.

WHAT IF I'M NOT SURE WHAT TO CHOOSE?

There is loads of information about our projects on our website, and we often post about them on our social

media too. If you're not sure which route is right for you, the Membership Team are here to help. You can give us a call on our Enquiry Line (**0808 808 9120** - open Monday-Friday 2-5pm) or send us an email (hello@otrbristol.org.uk) and we'll be more than happy to chat about the different projects available and help you choose.

HOW DO I SIGN UP?

You can sign up to all of our projects over on our website by going to the page of the project you wish to access and pressing the 'Sign Up' button at the top. You'll then be given a short form to fill out and submit.

OTRBRISTOL.ORG.UK



FREQUENTLY ASKED QUESTIONS!

WHAT HAPPENS AFTER I SIGN UP?

If you've signed up for 1:1 Therapies, we'll get you put onto the waiting list and will next be in touch when we have a slot available for you.

If you've signed up for Mind Aid or Shameless, you will be sent an invitation to join the next available course. This may be shortly after signing up, or it may be after a little while if the current course is full or new dates haven't been announced yet.

Finally, if you've signed up for anything else the lead of the project will get in touch with you (most likely via email) to give you a little more information and help you access the group. This will then give you the opportunity to ask any further questions and express any worries or concerns that you have.

CAN SOMEONE SIGN UP ON MY BEHALF?

At OTR, we want you to have a choice about the support you access (if any at all) and also want to make sure we have your consent to work with us. Ideally we want you to be totally in control and sign up yourself. However, we understand that sometimes you may want some help with doing this - whether that's from a parent or a professional.

We'd encourage parents and professionals to only sign a young person up if they have expressed that they want to work with us. We have very high drop-out rates and a young person is more likely to engage and benefit from our services if they have been in control of these decisions and the sign up process.

If you have signed up on behalf of a young person and have used your own email, we may give you a call just to double check that the young person has consented before processing your information.

FREQUENTLY ASKED QUESTIONS!

WHAT ARE MY RIGHTS AT OTR?

At OTR, you have the right to:

Choice - you have the right to choose which support you would like to access, whether that's with us, another organisation or the choice not to access support at all.

Consent - accessing our support requires your consent. If you do not wish to work with us that is completely your choice and you won't be forced.

Confidentiality - what you talk to us about will not be shared outside of our organisation. The only exception to this is if we believe you or someone else may be at significant risk of harm. In this case, we would most likely need to tell someone but we wouldn't do this without talking to you about this first.

Complaints - finally, you have the right to complain if you aren't happy with something that has happened at OTR. You can do this by phone, email or by filling

out the feedback form on our website:
otrbristol.org.uk/feedback.

WHY DO YOU NOT OFFER 1:1 THERAPIES FOR 18-25?

Unfortunately we are not able to offer 1:1 Therapies for those over the age of 18 due to funding limitations. If we had the capacity to see anyone and everyone then of course we absolutely would. If you are over the age of 18 and would like 1:1 Therapies, you may want to have a look at the following organisations:

Vita Minds (vitahealthgroup.co.uk)
Help Counselling (help-counselling.org.uk)
Bristol Mind (bristolmind.org.uk)
Womankind (womankindbristol.org.uk)
Network Counselling (network.org.uk)