

Good Afternoon,

We understand that many people will be worried about the situation in Ukraine. For many young people this will be the first time they have experienced a conflict of this type.

Care first wanted to update you all on our response to the current situation in Ukraine. Please see the below steps that Care first have taken to make sure the appropriate support is in place for the organisations that we support and their people:

- Employees have access to our translation service should they wish to access support in their chosen language
- Care first have both Ukrainian and Russian speaking counsellors for contracted counselling where clinically appropriate
- Our call volumes are constantly being monitored and resources adjusted according to the amount of calls we receive
- All of the Care first team are receiving regular updates and training around the situation in Ukraine
- The Care first Telephone Information Specialists are receiving the most up to date information available so they can help to support people with practical queries around the situation in Ukraine. For example, If an employee wanted to know about how one of their family members in Ukraine could go about getting entry into the United Kingdom
- Care first will be delivering webinars specifically aimed at supporting employees around the situation in Ukraine. These will be announced shortly, and will include content on helping children to cope with world conflict