



## How do I use TESS for support?

### **I don't know how to start talking**

It is a brave step to contact a service like TESS for the first time and often people just send a message in saying 'hi' or 'hello'. We will reply to all of the messages that we receive; if your message comes in when we are closed we will send you an auto message letting you know that it has arrived. On the next shift that we are open you will receive a personal reply. Initially the person may explain a bit about TESS and how we work. It is up to you how much you say. There is no pressure to say everything at once, you can take your time, or if you want to you can say a lot straight away. Sometimes people find it hard to find the words – if this happens for you remember that you are not the only person who experiences this.

### **Is it ok to contact you more than once?**

Some people contact TESS once, others text or email regularly for a short while, some stay in regular contact for a very long time and some people come in and out of contact with our service – all of these ways of using our service are completely fine, it's up to you to feel what works for you the best, you can contact us as little or as much as you like.

### **Will you be able to tell me how to stop self-injury?**

Lots of people contact us and want advice on how to stop their self-injury. Unfortunately there is not one magic solution. There is a lot of information on the TESS page to help you start to understand your relationship to self-injury and we have some resources to help you identify other ways of expressing your feelings. TESS may be one place where you get support from. It may be the first place that you contact and talk about your self-injury. There are lots of other ways in which you can find support in your life and this is something that you may want to talk through with a TESS worker.