

Information Leaflet for Telephone & Video Call Counselling Sessions

Privacy

Confidentiality is a fundamental factor to feeling safe and able to participate and fully engage in a counselling session.

It's important that you find a space to talk where you are comfortable that you or I won't be overheard.

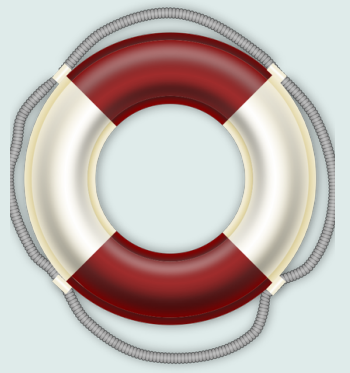
You might arrange to be alone, with family or other household members out of the home, or find a suitable space or room away from the home or others.

You may also wish to consider using personal headphones, if taking a video session, so at least I may not be overheard.



Safety

Working remotely, in particular where I can't see you or your surroundings, may prove difficult if there is the potential of harm to you from others, or because of your emotional health while we work together through your issues.



If this may be a factor, we may need to consider if remote working is for you, or we may want to negotiate a code word to alert me to this happening, and to have a plan for how I might help you.

Harm may come in the form of another person in the room or earshot that I cannot see, against your will.

It may be about your physical and emotional responses within the work - in particular unexpected reactions within you that it may be important I know about in the moment.

Telling me, however you're able, is necessary for your wellbeing.

Headspace

Stepping into a remote counselling session on your own and within your personal surroundings can take some discipline.

Consider the lead into your session as you might the physical journey to attend in person, getting into the mindset of therapy and out of the immediate demands of your everyday life.

You may similarly want to take a little extra time afterwards to transition back to your world and reflect upon your session and what you're feeling.

Think about comfort in your space, for the duration of a session, and also any potential distractions that may impair your attempts to engage,

Also consider how you may feel about me seeing into your home environment, if a video call, and if and how that might affect you personally or your potential to engage in the therapy.

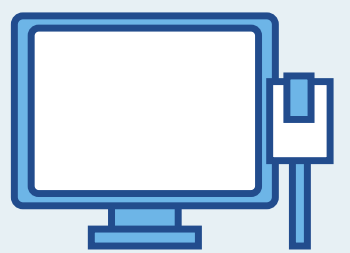


Technology

Video call sessions mean we are able to see each other, which can be helpful for personally connecting. Seeing facial expressions can alleviate potential misunderstandings, and having you in view can help me see any visual signs of distress, to guide me in how best to support you.

Seeing yourself in the frame of a video call can be uncomfortable for some people. This feature can sometimes be removed if it feels awkward.

Cameras on devices are sometimes offset. Perhaps practice with the camera location for being on screen, and how we will be able to look towards each other.



Hiccups

With technology can come issues, such as poor or intermittent broadband or phone signals, and device power.

If you think this may be a factor, we may need to negotiate a plan B for contact if one method or device fails within the session, ensuring we exchange numbers and have alternate means of contact available.

Preparing a little in advance for the session, including having devices fully charged, and asking family members to avoid draining the home broadband during your session, will be helpful to ensure you can access all of your time to your full advantage.



Communication

Working remotely can have many benefits and need not be considered a poor relation to face-to-face counselling, if we consider and account for possible challenges.

If we can't see each other, or don't have a full view, we may need to narrate more about what's happening for us, to fill in the gaps of information.

Crossover talking can occur, technology can sometimes delay, or we may be waiting for each other. We may need to voice these things too, to check out what's happening.

Describing what's happening for us can also have an added benefit, in enabling us to learn how to fully express ourselves.



**** Important - I do not give permission for our video or audio communications to be recorded or distributed, or screenshots taken, and similarly I will never make recordings unless by prior mutual agreement ****

