

1 To 1 Counselling

www.1to1counselling.co.uk

Tel / Fax: 01928 718044

Telephone / Online Counselling

If you choose telephone / online counselling then this article needs to be read, in addition to the counselling agreement. A copy of the counselling agreement is available on the www.1to1counselling.co.uk website. If you have not read this prior to telephone / online counselling then time will be taken to discuss and agree to this in the first session.

Telephone / online counselling is a flexible way of accessing counselling – it can often take place at times to suit you and there are no travel costs or travel time.

Telephone / online counselling can be particularly useful for anyone with limited time, limited transport or lots of responsibilities but it can also be useful if you wish to retain a degree of anonymity (when online, it's your choice if camera on or off), if you wish to discuss anything that you fear would embarrass you if addressed face to face or even just to test the counselling therapy waters.

Prior to the agreed telephone / online counselling session, you, the client, will be expected to prepare for the session as follows:

- To read and be willing to work within the 1 To 1 Counselling agreement.
- Try to ensure you won't be disturbed or overheard during the session.
- Have taken some time to prepare for the session – consider what you want to talk about and maybe what you are hoping to gain from the counselling?
- Have a pen and paper handy, can be useful to write things down.
- Once the time of the call has been agreed, you will be expected to telephone the number listed above (if online counselling, then click on the zoom link sent to you when payment made) – the counsellor will wait for fifteen minutes and then the session will be marked as: “cancelled at short notice”.
- As specified in the counselling agreement, in the event of you being unable to participate in a session please ring the number above to let us know as soon as possible as most cancellations require a minimum of 48 hours' notice or full session fees may be charged but, circumstances are listened to if you ring.
- If the counsellor is not available at the agreed time, the client would be expected to try five minutes later, for at least three attempts. An apology, full / partial refund and / or alternative appointment will be offered if the full session is not possible.
- Neither you, or the counsellor can avoid unexpected interruptions but, if possible, switch off other telephones – if something unavoidable happens during the session then a five-minute time-out will be offered, unless this is within ten minutes of session ending, when a two minute time-out will be offered instead.
- Counselling sessions can be more thought provoking than expected – please allow yourself some reflection / re-entry time after the session.
- Please give the counsellor your permission to send you this or any other counselling items to you via email.
- If using telephone counselling for relationship counselling – this works best if you either have a handset each or you are both sat near the speakerphone.
- A five-minute time-out will be offered if you (and / or partner) become distressed in the session unless this is within ten minutes of session ending.