

Introduction for clients to online counselling

The contract which you signed online via google forms covered some of the ways in which online counselling works. This brief guide covers these areas again. Online counselling is a way for you to engage in counselling using internet technology such as telephone or webcam video.

Read this guidance and select the method of communication you feel most comfortable with.

Telephone and webcam counselling take advantage of the encrypted services offered by Zoom and your counsellor will guide you through setting up a free account for your therapy. Every effort is made to provide a safe and secure environment for your online therapy with encryption software to protect your confidentiality.

Things to consider

- Are you comfortable using internet technology?
- Would you prefer to wait until after the pandemic when you can see your counsellor face-to-face?
- Do you feel you can express your feelings effectively using only conversation by telephone, without seeing your counsellor on screen?
- Do you feel your situation is too complex to discuss via the internet or telephone?
- Is there a computer that you can use in a quiet place without interruption?

How it works

Webcam Counselling

Zoom is a way for you to see your counsellor face-to-face from your computer whilst engaging in therapy. You will be guided through setting up your own encrypted Zoom account and you will meet your counsellor on Zoom at a time that you have previously arranged. Sessions are 50 minutes in length. Being able to see your counsellor gives you more of the benefits you get from face-to-face counselling but with the convenience of online therapy.

Telephone Counselling

This is similar to webcam counselling as it happens through the Zoom system, or via a handset, but without the visual aspects. You can choose to remain anonymous and the conversation is encrypted if held on Zoom.

A disadvantage of telephone counselling is that you need a private room where you will not be overheard.