

Telephone / Online Counselling

If you've chosen telephone or online counselling, please take a few moments to read this information alongside the main counselling agreement, which is available at www.1to1counselling.co.uk. If you haven't had the chance to read these agreements beforehand, we'll set aside some time in your first session to go through it together.

Telephone / online counselling offers flexible, accessible ways to receive support. Sessions can often fit around your schedule, with no travel time or cost. It's a particularly helpful option for those with busy lives, limited transport, or who simply prefer the convenience and privacy of remote counselling.

Some people also find it easier to open up over the phone / online, especially when discussing sensitive topics or testing the waters of counselling for the first time. With video calls, you can choose whether to have our cameras on or off, depending on what feels most comfortable.

Getting the Most from Your Session

To help you feel ready and supported, please prepare for your session in the following ways:

- Read and agree to the counselling agreement prior to our first session via email
- Find a quiet, private space - where you're unlikely to be overheard or interrupted.
- Take a few moments to reflect beforehand — what would you like to talk about? What are you hoping to gain? Making notes can be helpful but no promises we'll manage all on the list.
- Have a pen and paper nearby, in case you'd like to jot anything down during the session.
- Be ready at the agreed time.

For telephone sessions: You call me on: 01928 718044.

For online sessions: Click the Zoom link you received after payment was made.

If the session doesn't start within 15 minutes, it may be marked as "cancelled at short notice" and ended.

- **If you need to cancel or rearrange**, please give at least 48 hours' notice where possible. Late cancellations may be charged in full, but I understand that emergencies happen, just give me a call and we'll talk it through.
- **If I'm unexpectedly unavailable** at the agreed time, please try again five minutes later, up to three times. If a session can't go ahead, I'll offer a full refund or reschedule at your convenience.

During the Session

- While interruptions can happen, please switch off other phones or devices if possible.
- If something unavoidable occurs, a brief time-out will be offered:
 - Up to five minutes, unless we're within ten minutes of the end of the session (in which case, up to two minutes).
- If you're using **telephone counselling for relationship work**, it's best if each person has their own handset, or you sit close to a speakerphone.
- If you or your partner become distressed, we'll pause for up to five minutes to help you gather your thoughts, or two minutes if near the end of the session.

After the Session

Counselling can sometimes bring up more than expected. Maybe make some notes for us to explore more next time or anything else that arises for you. It's a good idea to allow yourself a little time afterwards to reflect, re-centre, and re-enter your day - gently.