

www.nooshcounselling.com

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Telephone: 07821 207450

Online & Telephone Counselling information

Online counselling therapy is a way for you to engage in counselling using internet technology such as email, online instant messaging chat, telephone or webcam video. You direct your counselling by selecting the method of communication you feel most comfortable with. Every effort is made to provide a safe and secure environment for your online therapy with encryption software to protect your confidentiality and security.

Video counselling

Video counselling via Zoom is a way for you to see your counsellor face-to-face from your computer whilst engaging in therapy.

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. By talking you hear tone of voice which is a way to convey empathy and with video you see non- verbal communications such as facial expressions.

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

Please note I use headphones in sessions as this stops our voice's being repeated in an echo, which is distracting. Where possible, I ask that you do the same.

Our session will be 50 minutes.

Online Voice/Telephone counselling

This is similar to video counselling as it happens through the Zoom system, or via a telephone handset, but without the visual aspects. The conversation is encrypted as held on Zoom.

An advantage of voice/telephone counselling is that some non-verbal communication can be carried in your tone of voice or the pace of speech which can be picked up by your counsellor.

A disadvantage of voice/telephone counselling is that you need a private room where you will not be overheard in order to maintain confidentiality.

If we choose to meet via telephone, you will call me on 07821 207450 at our agreed session time.

Our session will be 50 minutes.

Online counselling Instant Messaging 'chat' (IM)

Should you choose Instant Messaging you will be directed to Zoom, where you and I will have our camera's and microphone's turned off.

You may find it easier to express yourself with this type of exchange. You will have time to think about what you want to write, and then have time to review before pressing send. You may choose this option if you do not want to be seen or heard by your counsellor.

Our session will be 50 minutes.

Email counselling

Counselling using email offers you the opportunity to consider what you wish to say before you send it as well as time between exchanges to reflect on the information you have received. Email counselling is also sometimes used in between more structured sessions such as online chat, telephone or webcam counselling.

I choose to use Protonmail as it has end-to-end encryption and zero access to user data.

For more information please go to: <https://protonmail.com/security-details>

If you choose email counselling please set up an account with Protonmail:



<https://mail.protonmail.com/create/new?language=en>

A consideration of email counselling is the time delay between your mail and the return mail and this makes email counselling ineffective when urgency is a priority.

We will decide a day and time to send our email's to each other. Your email will be a maximum of 500 words, as will mine. I will sit for 50 minutes with your email and write back to you, I invite you to do the same.

Which is counselling option right for you?

You may choose to use one, some or all of these online counselling options. I invite you to discuss this with me if you feel this would be helpful to you.

Online counselling offers certain benefits but there are also limitations that are worth bearing in mind when deciding which type of therapy will best suit your needs.

Benefits

- Counselling therapy from your own home
- Secure inscription software offers confidentiality and peace of mind
- No chance that you may be seen entering/leaving the counsellors practice
- When using email or online chat, you are able to review what you are saying before sending
- Therapy at a time, place and pace that suits you
- Some find it easier to express their feelings by writing it down
- Access to counselling may be more immediate
- Flexibility to chose the technology you feel is best for you: telephone, email, live chat or webcam

Things to consider

- Are you comfortable using internet technology?
- Would you prefer to see your counsellor face-to-face?
- Do you feel you can express your feelings effectively using typed words (Instant Messaging/ email)?
- Do you feel your situation is too complex to discuss via the internet?

- Is there a computer terminal that you can use privately without interruption?
- Is your internet connection stable enough to support video via Zoom?
- Text communication can sometimes be open to misunderstanding
- If there are no nonverbal cues or body language from you or the counsellor to read this can lead to misunderstanding (Instant Messaging/email)

Tips for on working online

- Can other technology that uses the internet be paused or switched off? e.g. streaming, gaming, downloading etc. This may offer a more secure connection when in a therapeutic session.
- Can you plug your laptop/desktop computer directly into the router for a better connection?
- Where possible it is advisable to wear headphones. It can be helpful to capture tone and more subtle audio communication between us. Wearing headphones will also stop the echo of our voices as we speak which can be distracting.

Confidentiality

Online counselling therapy take place within a secure, encrypted environment to offer you confidentiality and safety. Email correspondence is only via a secure mail server and you will be instructed on how to set up a confidential email account for your counselling therapy. I request that my writing is not shared with other parties. 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 if needed. Whilst every effort is taken to maintain digital security sometimes things can go wrong e.g. security breaches. By agreeing to work with me, you are agreeing to working within the bounds of my privacy notice and within these risks.

Thank you for taking the time to read this document :)

Please do get in touch with any enquiries, or to book: info@nooshcounselling.com