



## **Information about London Friend's Online Counselling Services**

### **The Counselling Services**

At London Friend we have a general counselling service and a domestic abuse counselling service. Both services are currently online only and offer support to manage your mental health and wellbeing.

### **How many sessions will I be offered?**

You will be offered 12 one-to-one sessions with the same counsellor throughout. The sessions will take place at the same time, and on the same day each week, for 12 weeks. Each session will last 50 minutes.

### **Who will the facilitator be?**

The London Friend Counselling Services are organisational members of the British Association for Counselling and Psychotherapy (BACP) and subscribe to the BACP code of ethics. Your counsellor is either fully qualified or in the advanced stages of professional training.

### **Confidentiality**

No one will reveal information concerning you to anyone outside London Friend except as follows: (1) You consent in writing or by email; (2) We believe that your life or safety maybe seriously threatened; (3) You disclose any information which places the safety of others at risk; (4) Disclosure is required by law; or (5) You file a private health care claim and the insurer requires information.

All counsellors are required to have a supervisor who monitors the quality of their work. The process of supervision is conducted in a way that ensures confidentiality.

### **How much do sessions cost?**

The assessment session for the regular counselling service is free of charge. We invite people accessing the counselling service to make a regular financial contribution in accordance with their income for their 12 counselling sessions. This will be discussed at your assessment. The Domestic Abuse Counselling Service is free of charge.

### **Evaluation**

You will be asked to complete a short questionnaire at the first and last session which monitors changes in your wellbeing. We ask all participants to complete a brief evaluation of the service at the end of their sessions.

### **How do I access sessions?**

Sessions take place via a secure platform, which you will need to access from a laptop, tablet or PC and ideally *not* a smartphone. You will need to find a private, safe and confidential place for your sessions, where you won't be disturbed or overheard.



London Friend uses the 'Zoom' video conferencing app which you can download for free. (zoom.us) For all sessions you will be emailed a link containing a pop-up video window, in which your individual session will appear. The link will expire once the session is over. The ideal requirements for using the software are as follows:

Mac OS X with Mac OS 10.7 or later

Windows 10

Windows 8 or 8.1

Windows 7

Windows Vista with SP1 or later

Windows XP with SP3 or later

You will need to assure your device is enabled for audio as well as video. You cannot join the session using audio only.

*PLEASE NOTE: Due to the nature of this service, we advise against using smart phones to connect to your session. Please let us know if you do not have access to any other devices.*

You will need to click on the link to begin each session at your designated time. We suggest your device should be connected to a reliable broadband internet service. Sometimes interruptions may happen during online sessions and if this happens both client and counsellor should:

- Log out of the system
- Wait a few minutes
- Attempt to log back in (if this is successful the session will continue)
- If this doesn't work, you will be contacted to arrange a new date for the session

### **Zoom rules**

We ask participants to follow these rules:

- Do not eat, smoke, drink alcohol, or use any drugs during the session
- Do not attend the session under the influence of alcohol or drugs
- Do not have music on
- Do not share the link, meeting ID or password: sessions are private

### **Zoom tips**

The following tips can help you enjoy a better Zoom experience:

- Try using headphones: it can help with the sound and prevent the conversation being heard by other people
- Try to stay in the same place. Moving around a lot can be distracting and make it hard for us to hear you.
- Mute your microphone during a temporary loud noise (e.g. dog barking)
- Test your connection and how Zoom works before the session