

# Breathe:

## ADVICE FOR COUNSELLORS WHEN PHONE OR ONLINE COUNSELLING

### Phone counselling

1. The admin team will call the client up to 30 minutes prior the session to take payment over the phone and send a text to you when complete.
2. Call your client at the time of appointment. If you wish to claim back the cost of calls, you will need to provide evidence of the costs (i.e. a copy of your phone calls from your call provider showing the costs incurred).
3. Ring the client from your phone, don't ask them to ring you.
4. Use 141 before you dial the client's number so that they do not see your private number.
5. If you are working from home, confidentiality remains important. Make sure that there is no one in the room with you and that you will not be disturbed during the duration of the call.
6. Consider background noise – make sure that this is limited.
7. Do not use silences in phone counselling – you will not be able to 'hold' the client during silences on the phone. Make sure that you use positive responses to clients' narrative.

### Online counselling - [Skype](#), [zoom](#) or [doxyme](#) (NOT FACETIME)

As above and in addition, consider the visual surroundings. Make sure that the client cannot see anything personal behind you, such as photos. Consider what you are wearing too – continue to present your normal professional self. Remember to stay static.

The [BACP](#) website has a guide on telephone counselling – make sure that you read this before you start counselling via phone or Skype.

### Client confidentiality

The only information Breathe can provide is the time you normally see the client, their file number and their telephone number; you will need to ensure that you keep any notes that you make in a secure place.

I will contact clients via the following                      On-line                         Phone  

If you agree to the above terms sign here: .....

Date .....