**ONLINE COUNSELLING INFORMATION**

**About me:**

My name is Diane. I am an Accredited Registered Counsellor with the British Association for Counselling and Psychotherapy (BACP). I work within the BACP Ethical Framework for Counsellors, and the BACP Guidelines for Online Counselling and Psychotherapy. Information relating to both documents can be found at [www.bacp.co.uk](http://www.bacp.co.uk). I have worked with clients across all age ranges, from 11 years old upwards.

**What is Online Counselling:**

Online counselling provides an opportunity to explore a personal difficulty in a confidential and supportive environment. This may include expressing feelings that are painful, and which many of us experience at certain times in our lives. When this happens, it can be difficult to stay positive and cope with everyday life. Online counselling gives you the opportunity to access counselling support at a time and in a place that is convenient for you. Talking through your issue in a supportive, non-judgmental environment enables you to gain an insight into your situation, foster growth and can lead to positive change in your life. Counselling is not giving advice; change comes from within you.

**What sort of issues can we work with?**

Online counselling may be able to help with a wide range of issues including abuse, anxiety, stress, depression, loneliness, relationship problems, bereavement, self-esteem, sexual orientation, discrimination, pet bereavement and many more. Not all types of issues can be resolved through online counselling and I will advise you if face-to-face counselling, or some other type of support may be more suitable. If this were the case, I would make every effort to refer you to an alternative means of support.

**What does the service offer?**

We will agree an appointment time, this is the time we agree to talk on the telephone or meet using Microsoft Teams. This would usually be weekly, and for 50 minutes. If we have technical difficulties preventing us from meeting, we will rearrange the appointment for another time, using the agreed alternative contact method. If we agree to work online, it will mean you need access to Microsoft Teams. Before our arranged meeting I would provide you with a password protected meeting ID, which you would use to access our session. This means that only we could enter the meeting and maintain confidentiality as far as technology permits.

**Guidelines for emergency contact:**

Online counselling cannot provide an emergency service for clients. In the event of an emergency arising whilst engaging with online counselling, or if you were experiencing suicidal thoughts, I would discuss with you the appropriate support you could access at that time. If you were in major crisis it would be vital to get immediate help. This could include contacting your GP or nearest Accident and Emergency service. I do ask for an emergency contact number for use during a session if I felt that you were in immediate danger and I needed to check you were safe. It is recommended that this be a person you can trust and who is aware that you are receiving counselling. This may not necessarily be your next of kin.

If you still feel this is something you would like to do, please complete the attached form, and return it to me so that we can arrange an appointment as soon as possible. If you have any questions, please contact me using the contact details below.

**INITIAL CONTACT INFORMATION**

Full Name:

Address: (only needed to ensure I understand which local services you may have access to)

Telephone Number: Email Address:

Date of Birth:

Emergency Contact (A person you trust, who is aware you are accessing counselling):

Name:

Telephone:

G.P. Name and Address:

Preferred day and time for appointments:

Please provide brief details regarding the issues you would like to explore in counselling:

Have you received counselling or psychological support either currently or in the past? If so, could you provide brief details of the nature and outcome of the support received and what you found both helpful/unhelpful from the support.

Please write your name here to acknowledge that you agree to the working points in this agreement: