



4.5. Guidelines

4.5.1. Telephone Guidelines ([3.1.4](#))

These sessions aim to provide a useful alternative to face-to-face sessions whilst still ensuring that the counselling process remains confidential and effective. In a face-to-face session, there is usually time on the journey home to reflect and reconnect with other routines; therefore, it may be worth planning a walk or time to yourself after a telephone session to allow for this.

Listed below are points to note.

- Sessions will be for 50 minutes at prearranged times and method of contacting each other.
- We will both agree not to make any recordings of the sessions.
- Details for payment can be found in the Confide Payment Methods document.
- I can be contacted by mobile *number*, by email *email details* or by telephoning the Confide reception 01243 531914. The receptionist will listen to messages on Monday and Thursday.
- If we lose connection during a session, I will attempt to reconnect. If that is not possible, then I will use an alternative phone number if available or reschedule by sending a text message.
- If you need to cancel a session, please leave a message on *phone number* or with the Confide reception as soon as possible.
- You should try to find a private, undisturbed place for our sessions. This may require you to block any incoming calls and consider the use of headphones or background music to aid privacy.
- One difference between face-to-face and telephone sessions is that we will not see each other and will be working without visual clues. With this in mind, if silence occurs during the session, I will occasionally make sounds such as 'hmm' to allay any fears that the connection has been lost.
- The initial telephone session may be used to assess whether this form of counselling is suitable for you and whether any adjustments are required. For example, changing the sessions to a different online type, such as Zoom.