

Client Guidance sheet for Counselling via Webcam

Thank you for considering counselling via webcam using Zoom with Relate.

Relate Bournemouth, Poole & Christchurch offers the flexibility of webcam counselling sessions with our fully qualified Relationship Counsellors as an alternative to coming to one of our venues in person.

We use Zoom which is a secure (end to end encrypted) on-line meeting service. You do not need to download any special software or remember a password. We will send you an email invitation to your appointment with a link. When you are connected to the internet, at the time of your appointment, you just click on the link to join the meeting for your counselling. You require nothing more than an internet connection and access to a web browser.

What you need to get the most from your counselling session is as follows:

1. A private space that will not be interrupted for the 50 minute session. If possible let others around know you are not to be disturbed.
2. Comfortable seating and good lighting on your face. Don't sit with light behind you because you will appear like a silhouette.
3. Use of PC, Tablet or other device with a webcam and microphone that is connected reliably to the Internet. ***We do not recommend that a mobile phone is used on a mobile data allowance. Wifi is preferred to maintain quality.***
4. Your camera should be securely fixed or propped still and not hand held.

Here is how we recommend you should sit if you are seeing a counsellor:

It is helpful to you and your counsellor if you can see most of your other bodies and not just a head shot.





Important other things to be aware of:

1. Recording of any of the live counselling session is not allowed. By taking part in webcam counselling everyone agrees that counselling is a confidential process.
2. If the webcam connection fails, the counsellor will usually try to contact you on your nominated mobile phone number to rearrange the counselling session.
3. If we have any concerns for the safety for anyone, Relate LHNW reserves the right to withdraw our counselling via webcam service.
4. By attending Relate LHNW counselling session via webcam you are deemed to have accepted and agreed the terms of this Webcam guidance note as well as our general counselling service terms and conditions.

Thank you for choosing our Webcam Service. We will be asking you to complete short survey at the end of your counselling