



The Counselling Service are offering online and telephone counselling so that you can continue to be supported whilst schools are closed. One benefit that is shared by all four methods is that you don't have to leave the house to go to an appointment. You will need access to either a phone, mobile phone, tablet or laptop, and need a telephone or internet connection to be able to get the services. The lists below suggest different things you should consider about online and telephone counselling to help you choose the method that is best for you.

Telephone Counselling

- The counsellor will call you so you don't have to pay for the call.
- An appointment will be made for counselling so you know when this will take place.
- Your call might be overheard by others in the house so it's important to have a private place where you can talk.
- Think about what you will do if someone walks in on you unexpectedly.
- What's your signal like? You may experience connection problems if using a mobile phone.

Video Call Counselling using Skype or Whatsapp

- Similar to traditional face to face counselling as you can see your counsellor.
- An appointment will be made for counselling so you know when this will take place.
- The video call platform is encrypted and secure to keep your information safe.
- Your call might be overheard by others in the house so it's important to have a private place where you can talk.
- Think about what you will do if someone walks in on you unexpectedly.
- What's your internet connection like? Internet connection problems may affect the quality of video calls.

Instant/Live Chat Counselling using Whatsapp and Protonmail

- An appointment will be made for counselling so you know when this will take place.
- The instant chat platform is encrypted and secure to help keep your information safe.
- What you chatting about to your counsellor can't be overheard by others in your house so this gives you more privacy.
- You can check over what you are saying before sending the message.
- After the session has ended you can look back at what you and your counsellor discussed.
- But, if you share a laptop/tablet/mobile others could see your chat history if you don't shut your account after you have been online.
- There can be a short delay between sending and receiving messages as you and your counsellor read and reply to each other's messages.

- What's your internet connection like? Internet connection problems may affect the speed of instant chat counselling.
- The emotional tone of written communication can sometimes be misunderstood.

Email Counselling

- The encrypted and secure email platform helps keep your information safe.
- No appointment will be made, so you can write and read your emails at a time that works best for you.
- Writing an email can help get your feelings out.
- You will not be judged for your spelling and grammar, so don't let this put you off.
- This type of counselling is not useful if your problem is urgent and you need a quick response.
- There is a delay in receiving a response from the counsellor – it could be 48 hours before you get a response.
- What you are writing about cannot be overheard by others in your house so this gives you some privacy.
- But, if you share a laptop/tablet/mobile others could see your emails if you don't shut your account after you have been online.
- The emotional tone of written communication can sometimes be misunderstood.
- You can check over what you have written before sending the email.
- You can look back at what you and your counsellor have discussed.