

Protocol for Telephone Consultation

If you arrange a phone consultation with the Counselling Service please be aware of the following guidelines:

- Please honour the time set aside for you by making sure you are free to take the call;
- Please ensure that you can take the call in a private and confidential setting;
- Please ensure your phone is fully charged;
- If the reception is poor the call may need to end and be rescheduled for another time;
- If you arrange a time but are unable to take the call please cancel the call;
- You can reschedule another call by sending a request via the Call Back Facility;
- The Receptionist will contact you to reschedule another time/day;
- Phone consultations are generally 40 minutes in duration;
- Please note that the counsellor may need to gather some personal details at the start of the call;
- You are welcome to schedule a follow-up phone consultation with the Counsellor if desired;
- Please note the principles of Confidentiality apply to all phone consultations;
- Please read the Service Confidentiality Policy prior to engaging with the call;
- Your counsellor will explain any queries you may have in relation to confidentiality;
- All phone consultations will be conducted in confidence, in private settings and all personal information will be held securely on the Service database;
- Please ensure you have some support nearby or at hand following your call if needs be.