

THINGS TO CONSIDER BEFORE DECIDING GO AHEAD WITH A VIDEO OR WEBCAM COUNSELLING

As with all types of counselling/therapy each has its advantages and disadvantages. This check list below offers some areas to consider and think about which may help you decide if video or webcam counselling is the right choice for you:

Consider	YES	NO
Would you feel comfortable taking about your difficulties on a video or webcam session?		
Do you feel your situation is too complex for you to explain on a video or webcam session?		
Would you prefer to see a counsellor physically face to face in a therapy room?		
Do you have a confidential and safe space to have a video or webcam session?		
Will you have continuous access to secure internet on the device you are using for the video or webcam sessions?		
Do you have sufficient data allowances on the device you are using to facilitate the video or webcam call?		
Do you have a good internet speed in the place you would be having the video or webcam session?		
Are there times of the day where there are multiple users that may slow the signal down and impact on the quality of the session? Think about what times are better?		
Confidence in the use of technology – see below		
Are you comfortable using this type of video conferencing technology on phones, computers or tablets?		
Is the security software on your device e.g. virus protection and firewalls up to date?		
Do you have access to a device which is password protected with a password that only you know and that you change frequently?		
Online counselling can never be 100% secure and checking regularly for software updates for video and audio communication software are important. Do you feel confident in doing this?		
Are you able to use a headset wherever possible to increase confidentiality during a video or webcam session?		
Do you have access to a secure email prior to the session – this is essential in order for us to forward invitations to your sessions as we only do this a short time before the session to ensure security.		
Are you able to minimise distractions and turn off notifications on your phones or other devices whilst the video or webcam call goes ahead?		
Do you feel confident closing down browsers, programmes and apps on the device you are using as these can affect connection and cause the screen to slow down or freeze?		
Are you confident in clearing browser history after the session to minimise any risk and increase security and safety?		

If you find you have answered no to many of the questions above it may be that this type of therapy may not be suitable for you at this time.