

# relatecambridge

## Webcam and Telephone Counselling

### What is webcam counselling?

We use the Zoom platform which is a secure (end to end encrypted) on-line meeting service that allows your counsellor to see and hear you using your computer and webcam (and headset if you choose) during the counselling session.

This service gives you all the benefits of our face-to-face relationship counselling in a convenient format. It is fully interactive and completely confidential.

We will send you a confirmation email with various ways for you to access the session:

- Via laptop/ desktop – click on the web link in the email to join the meeting. You require nothing more than an internet connection and access to a web browser
- Tablets/ mobile app – download the 'Zoom cloud meeting' app from the app store (Apple) or play store (Android), tab 'join a meeting' and enter the meeting ID provided in the email. Internet connection will be needed.

### What is telephone counselling?

Our Telephone Counselling service allows you to talk to a trained counsellor about any relationship issues. Telephone Counselling is just like having a face-to-face counselling session except you're talking to a trained counsellor over the phone. It is delivered by trained and experienced Relate counsellors. It is a confidential and convenient service for those unable to access face to face counselling.

### How it Works

We will organise a suitable time, including evenings. You will need to pay for your appointments in advance in order to access the service. You can do this via:-

- PayPal by using this link - <http://www.relatecambridge.org.uk/paypal.htm>
- The link in the emails we send you regarding your appointments
- Call us on 01302 347866

### Getting ready for the appointment

Sessions are confidential, which means that you will need to make sure that no-one is in hearing distance of you. Please be aware of who else may be around at the time of the appointment. You might find it helpful to allow yourself 15 minutes before a session to prepare, as you might if you were travelling into the Centre and 15 minutes reflection following a session.

What equipment you'll need:

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- Web browser (on laptop or desktops): A link will be emailed to you, follow the steps once you have clicked the link. Please ensure that your microphone is working and that the sound level is turned up on your machine. Join the meeting with video and audio.
- Smartphones/ tablets: Download the 'Zoom Cloud Meeting' app from your app store (apple) or play store (android), open the app and tap 'Join meeting' and type in the meeting ID and join.
- Dial in/ Telephone: to dial in via phone call, please call the number provided in the email and when instructed, please dial the meeting ID, followed by ##
- Have headphones nearby in case you need to use them
- Ensure that you are connected reliably to the Internet for web based sessions.  
***We do not recommend that a mobile data is used as your data allowance might compromise the quality of the connection so WiFi is preferred.***
- Your camera should be securely fixed or propped still and not hand held.

You will need to ensure that:

- You are not disturbed for the duration of the appointment by other members of the household or by pets. The session will last up to 50 minutes.
- You have turned off other ringing tones and/or the TV
- You are in a suitable place to receive the call or make the ZOOM connection.
- You place your laptop/device on a firm table or surface just over an arm's length away from you and try not to sit with light behind you because you will appear in silhouette.
- You try to keep your head and shoulders in the view you have on the screen. See below



**Other important things to be aware of:**

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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, please dial into the session through your phone on the number given in the confirmation email.
3. If we have any concerns for the safety for anyone, Relate Cambridge reserves the right to withdraw our counselling via the webcam/telephone service.
4. By attending Relate Cambridge counselling sessions via webcam/telephone you are deemed to have accepted and agreed the terms of this Webcam/telephone guidance note as well as our general counselling service terms and conditions.

## Lost appointments

- If you do not dial in or connect to ZOOM on time, the counsellor will continue to try for 15 minutes only, after which the appointment will not go ahead.
- If you are unable to connect to zoom via webcam/ you have lost connection and unable to reconnect, please dial back into the appointment using the phone number and meeting ID given in the confirmation email.
- A message may be left if it has been agreed it is ok to do so.
- If the appointment starts late it still has to finish on time.
- If you change your mind about the appointment when the counsellor calls or you finish the appointment early you will not be entitled to a refund.
- If you have not paid for your session in advance all future sessions will be cancelled

## Rescheduling or cancellations

If you wish to reschedule or cancel a ZOOM or Telephone Counselling appointment you need to contact us 48 hours in advance of the appointment, within working hours. If we have less than 48 hours' notice a full session fee will be charged.