

ACCORD CLG
Online Counselling Checklist
April 2021

Welcome to ACCORD's Online Couple and Relationships Counselling Service

When clients attend an ACCORD Centre for in-person counselling we take responsibility for ensuring that they will have a safe, secure, and confidential space in which to meet with their counsellor without interruption or distraction.

When our counsellors contract with clients to work online there are four things that enable the quality of the counselling experience to match what is possible in our counselling rooms.

A personal mobile phone number for each client.

It is important that we can contact each client independently in the event of a technical disruption to a video conferencing session.

A personal email address for each client.

Work email addresses are not used for communication with clients. Each client must have their own personal email address – when documents are sent to couple clients each person receives the material separately.

A secure, lockable room which has stable, reliable bandwidth.

If there are other people in your household during times when your calls with ACCORD are in progress it is important that you choose a room that others will not need to visit. Ideally, the door should not be in the background when your set-up is complete. It is helpful if you can ensure that others are not using devices for activities that will compete for bandwidth during your counselling call.

A laptop, PC, or iPad/tablet* which has Zoom installed.

*You may have to work with an iPad/tablet if you do not have access to a PC or laptop. However, the smaller screen can make it difficult for a counsellor to work effectively with couple cases. Experience has shown that the small screen of a mobile phone is not recommended for the delivery of effective couple counselling.

We hope that you can meet these requirements. If so, please contact us as soon as possible to discuss your availability for an initial session.

Some other practical details – such as how and where you should place your device in your chosen room to create the best counselling environment - will be discussed when you meet with your counsellor for your first online session.

At the first session, when the practical/technical aspects are in place, the counsellor will proceed with contracting and the assessment process.