

## Distance counselling:

### Tips for preparing for your phone appointment

#### *I made a distance counselling appointment. What will happen next?*

We will phone you at the appointment time.

- If you do not answer your phone we will leave a message and phone you again five minutes later. If you are still not available at that time we will leave a second message. Please phone us back. If we do not hear from you within 15 minutes of the scheduled appointment time, the appointment will be cancelled.
- If you do not hear from us at the scheduled appointment time please wait 5 minutes. If you do not hear from us within that time please phone our front desk at 250-721-8341.

#### *Tips for preparing for your phone session*

1. Remember, this phone session is meant to be the same as if you were coming to our office in person. We are ready to connect with you and work with you in the same way, so you may want to give some thought to being ready for your counselling session. You may want to consider writing down your questions ahead of time so you are prepared.
2. Find a confidential and private space where you will not be interrupted and your conversation will not be overheard. Consider creating white noise outside the doorway (by playing music for example) and using headphones. If you have a hard time finding confidential space we can talk with you about options.
3. Avoiding computer use and turning off any other devices also ensures you get the most out of your time.
4. If you are using a cell phone, please ensure that you have phone service with good reception and that your phone is fully charged.
5. Phone sessions are generally 30 – 40 minutes so plan accordingly.
6. Don't be afraid to ask questions!

You can find more self-directed [resources](#) on our website. You can also use:

- [Here2Talk](#)
- [Vancouver Island Crisis Line](#): 1-888-494-3888
- [Youthspace](#): online text and chat, 6pm-midnight
- [KUU-US Crisis Line Society](#) operates a 24-hour provincial aboriginal crisis line for Adults/Elders (250-723-4050), Child/Youth (250-723-2040), Toll Free Line (1-800-588-8717).

Feel free to contact our office with any questions at 250-721-8341.

