

Distance counselling:

Tips for preparing for your phone appointment

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

We will contact you at the appointment time.

- If you do not answer your phone or video call we will contact you again by phone five minutes later. If you are still not available at that time we will leave a message. We then expect that you will phone us. If we do not hear from you within 15 minutes of the scheduled appointment time we will assume the appointment is cancelled.
- If you do not hear from us at the scheduled appointment time please wait 5 minutes. If you do not hear from us after that time please phone our Front Desk at 250-721-8563.

Tips for preparing for your phone or video session

1. Remember this phone or video session is 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, and using headphones or earbuds. If you have a hard time finding confidential space we can talk with you about options.
3. Avoiding distractions and turning off any other devices also ensures you get the most out of your time.
4. If you're having a video session, make sure you know how to use Zoom and log in 5 to 10 minutes before your appointment to check your sound and video.
5. If you are using a cell phone, please ensure that you have phone service with good reception and that your phone is fully charged. If you're having a video session, find a way to prop your phone up so you don't have to hold it in your hand for the entire time.
6. Phone/video sessions are generally 30 – 40 minutes so plan accordingly.
7. Don't be afraid to ask questions!

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

- [SupportConnect](#)
- [Here2Talk](#)
- Vancouver Island Crisis Line: 1-888-494-3888
- [Youthspace.ca](#) 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. We can be reached at 250-721-8563.