

**My Mental Health and Psychological Support Services**  
*Empowering minds, transforming lives*

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[My-PWB](#)



## **VIRTUAL MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT**

### Client Information Sheet

Virtual-based mental Health and Psychological Support (MY-PWB) services provide a convenient and accessible means of engaging in mental health support using Internet technology. Virtual-based sessions allow individuals to exercise greater autonomy in directing their MY-PWB needs, as they can select the time and place that best aligns with their preferences. All forms of virtual MY-PWB adhere to expected privacy standards, ensuring confidentiality through the use of a secure environment and encryption software. Virtual MY-PWB services are provided in accordance with the British Psychological Society (BPS) and British Association for Counselling and Psychotherapy Online Therapy (BACP OPT) framework. Virtual sessions are designed to ensure privacy and security, employing robust systems and processes to maintain adherence to stringent confidentiality standards.

Virtual MY-PWB offers numerous benefits that can significantly enhance the experience for clients. Beyond the convenience and accessibility of virtual sessions, they also offer a heightened sense of comfort and security, encouraging clients to open up more freely. Clients can engage in therapy from their preferred location, creating a familiar and comfortable environment that promotes a deeper level of trust and emotional exploration. Furthermore, virtual MY-PWB sessions eliminate geographical barriers, enabling clients to connect with a wider range of experienced professionals, including those who may not be accessible locally. The flexibility of virtual sessions allows clients to schedule sessions at their convenience, encouraging consistent engagement and progress within the therapeutic process.

MY-PWB, in general, serves as a crucial tool for individuals seeking support and guidance during challenging life circumstances. It provides a safe and non-judgmental space for clients to express their emotions, process difficult experiences, and develop coping strategies to navigate life's complexities. Through MY-PWB, clients gain valuable insights into their thoughts and behaviours, fostering self-awareness and personal growth. The therapeutic relationship built between the client and the counsellor fosters trust and empathy, laying the foundation for a collaborative and effective MY-PWB journey. With the support of a skilled and compassionate counsellor, clients can achieve improved emotional well-being and develop the resilience needed to overcome life's obstacles.

## Confidentiality

Virtual sessions occur in a secure, encrypted environment to ensure confidentiality and safety. Clients are encouraged to use email correspondence through a secure mail server and will be provided with instructions on setting up a confidential email account for therapy. For telephone and webcam MY-PWB, encrypted services such as Zoom, Google Meet, or MS Teams are utilised.

Confidentiality is paramount. We adhere to the highest standards of data security and client confidentiality. The communication platforms used for virtual sessions employ end-to-end encryption, ensuring that all data shared during the virtual session process remains secure and private. Additionally, strict guidelines are followed to safeguard client information, and access to this data is limited to authorised personnel only. Our comprehensive *Client Privacy Policy, Ethical Framework, and Codes of Conduct* provide clients with the assurance that their personal information is protected at all times.

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## HOW IT WORKS

**Virtual sessions** can be held through platforms such as Teams, Zoom, or Google Meet.

~~Virtual sessions are conducted through platforms such as Zoom or Google Meet. Virtual client sessions offer an interactive and personal MY-PWB experience using webcams to enable face-to-face interaction between the client and the counsellor/coach. Encrypted platforms such as Zoom, Google Meet, or MS Teams are used to facilitate these sessions. Virtual sessions eliminate the need for in-person appointments and offer greater convenience, flexibility, and accessibility with more scheduling options. Additionally, virtual sessions provide a comfortable and anonymous environment, allowing individuals to open up and discuss sensitive topics easily. The use of webcams facilitates nonverbal communication, such as facial expressions. It enables the counsellor/coach to convey empathy through tone of voice, creating a more complete communication experience, even when physically distant.~~

### Ten (10) benefits of Virtual MY-PWB:

1. **Convenience:** Clients can attend MY-PWB sessions from the comfort of their own homes or any other private location.
2. **Greater accessibility:** Virtual MY-PWB sessions eliminate the need for clients to travel to an in-person location, making it easier for individuals who live in remote or rural areas to access mental health support.
3. **Flexibility:** Virtual MY-PWB sessions can be scheduled at times that are more convenient for clients, allowing for greater flexibility in scheduling appointments.
4. **Anonymity:** Virtual MY-PWB provides a level of anonymity that can make it easier for clients to open up and discuss sensitive topics.
5. **Reduced stigma:** Virtual sessions can reduce the stigma associated with seeking mental health support, as clients can attend sessions without fear of being seen by others.

6. **Cost-effective:** Virtual sessions are often more affordable than traditional in-person sessions, as it eliminates the need for clients to travel to in-person locations.
7. **Greater choice:** Virtual MY-PWB provides clients with access to a wider range of mental health professionals, including those who are not located in their immediate area.
8. **No geographical boundaries:** Virtual MY-PWB allow individuals to receive therapy regardless of their location, eliminating geographical boundaries that may limit access to in-person services.
9. **Enhanced communication:** Virtual MY-PWB can enhance communication between clients and therapists, allowing for more frequent check-ins and support outside of traditional session times.
10. **Safe during pandemics:** Virtual MY-PWB provides a safe and effective way for individuals to access therapy during times of crisis, such as pandemics or natural disasters, when in-person services may be limited or unavailable.

#### **Five (5) things to consider.**

1. **Internet connection:** Ensure access to a stable and reliable Internet connection to avoid connection issues during sessions.
2. **Technology compatibility:** Check that the computer, phone or tablet is compatible with the platform being used for the virtual sessions and that there is adequate battery or access to the power supply.
3. **Confidentiality and privacy:** Ensure that the virtual platform being used provides a secure and private environment for MY-PWB to protect your personal and sensitive information.
4. **Method of communication:** Consider the method of communication that works best, whether it is video, phone, chat or email.
5. **Time commitment:** Consider the time commitment required for virtual sessions and ensure enough time is available for regular sessions.