

# The Client Journey for Eye Movement Desensitisation and Reprocessing (EMDR) Therapy

## **Definitions of words you'll see and hear**

### **1. Referral**

A referral is the first step in your journey with Nexus. We encourage all clients to complete our secure online referral form – this can be done by the individual themselves, a trusted friend or family member, or a professional such as a GP.

Our Referral Agents review all referrals and are there to support via phone if help is needed to complete the online referral form. We require this referral form to be completed so we can be sure you are ready to process your trauma through specialised counselling. We can then take you through our processes and assign or signpost you to the most appropriate support.

The needs of our clients are always at the heart of what we do, and we need this information to find the best support for you, either with Nexus or another provider.

### **2. Triage**

Triage is a tool we use when we are processing your referral to gain further insight into your needs and to determine the most appropriate response and support for you based on your current circumstances.

At Nexus, the triage process involves you either completing a triage form which is sent to you by our team (note: this may go into your junk or spam folder, so make sure to keep an eye out there as well as in your regular email inbox), or completing a telephone triage appointment with us. The reason we use triage as a tool is to provide you with the most appropriate support. As with completing our referral form, our team can support you to complete your triage form if you require assistance. There is no cost for triage for EMDR at Nexus.

### **3. Initial Assessment**

The EMDR assessment is the final step in supporting Nexus to determine if EMDR is the most appropriate service for you at this time. This is conducted by a counsellor who is trained to provide EMDR therapy to explore your circumstances in more detail based on the information you have given so far. The assessment is held either virtually or in person you will be asked what your preference is, and we will aim to meet your needs as best we can. This assessment will last 1 hour and costs £60. We require 50% of this (£30) to be paid at time of booking and the remaining 50% (£30) to be paid three days prior to your assessment appointment. Our Administration Team will be in touch to arrange payment.

It is at this stage where it will be decided if EMDR at Nexus is the right service for you at this time. If we feel you would be better supported through another service based on your circumstances, we will inform you. If the other service is offered by another provider, we will refer you to them at this point. If our service is right for you, we will inform you at this stage.

#### **4. Session**

A session can refer to an individual EMDR session, where you will meet with your assigned counsellor at the same time each week for a set amount of weeks. You will agree an initial amount of EMDR sessions with your counsellor, then this will be discussed again once the initial sessions have come to an end to establish how many further sessions may be needed. You will agree to meet either virtually online, via phone, or in-person at one of our regional hubs across Northern Ireland. It is important that you do your best to attend all sessions where possible, and if you can't attend that you give us at least 24 hours' notice so we can reassign your appointment slot to someone else.

#### **5. Cancellations and 'DNA'd sessions'**

'DNA' means 'Did Not Attend' and refers to a client who did not attend a scheduled appointment - including the Initial Assessment - without informing us. We understand there may be many reasons for not being able to attend/have to cancel counselling sessions, however, it is important that at least 24 hours' notice is given to enable us to repurpose the session to limit delays for other clients.



Please familiarise yourself with our Client Engagement Policy [here](#) as not attending or cancelling late may have an impact on our service to you.

6. **Aftercare**

Aftercare refers to the support available to you as a Nexus client after you have completed your counselling or group support journey. Our aftercare programme is called RESET and is a funded service so available for free to clients who have completed counselling at Nexus. You can read more about these services [here](#) and you can speak to your counsellor about joining if you are interested.

## **Your journey with us**

### **1. Complete an Online Referral Form**

Your referral is processed by our Admin Team, and you will be emailed instructions on the next stage of the process. If you are unable to complete online form for any reason, our Admin Team will support you to complete this form. Please call 028 9032 6803 if you require assistance.

### **2. Complete your Triage Form**

Our triage form is emailed to you to complete and return to Nexus within 7 days. If you do not return the form in 7 days, we will have to assume you no longer wish to engage with us and close your file.

This means you will have to re-refer yourself if you wish to engage again. Instructions on how to complete the triage form are provided; if you need support completing this form you can call us on 028 9032 6803.

You will be informed via email if you will be moving to the next stage of process. If you are not moving to the next stage, a phone call will be made by one of our Referral Agents to advise you about more appropriate supports for your needs at this time.

### **3. Complete your Initial Assessment**

Assessment for EMDR Therapy will be completed with you either virtually or in person with a counsellor. This is the final step to help us determine if Nexus services are right for you currently. This will take around an hour. Our admin team will contact you to arrange this appointment. If you miss this appointment, it will be classed as a 'DNA' and unfortunately, we will have to charge for this session in full.

If you need immediate support, you will be directed to call the Domestic & Sexual Abuse Helpline (0808 802 1414, [help@dsahelpline.org](mailto:help@dsahelpline.org) or live chat at [dsahelpline.org](https://dsahelpline.org)) or, if you are in crisis, Lifeline (0808 808 8000). After this, the counsellor completing the assessment will inform you if EMDR Therapy is most appropriate for you at this time.

Our services are sometimes not appropriate for a small minority of people, if this is the case a member of our team will call you and provide you with details of more appropriate support.

#### **4. Attend your first EMDR Session**

If you're recommended for EMDR, our Admin Team will contact you to organise your first appointment based on your preferences regarding area, time and format (in person or online) on your referral form. They will also collect payment from you for the ongoing sessions, which are booked in blocks of four sessions.

#### **5. Attend ongoing EMDR Sessions**

For individual ongoing EMDR sessions please note the below information:

Duration & Frequency: Sessions will last 60 minutes and occur at the same time every week.

Number of Sessions: The EMDR therapist will decide how many sessions you need; this is likely to be between 6 and 8 but could be more or less, depending on your needs.

Cancellations: You must give at least 24 hours' notice if you need to cancel a session. There will be no charge for cancellations made with appropriate notice (i.e. more than 24 hours).

Missed Appointments (DNA): If you miss an appointment without prior notice, you will lose the session and still be charged for it.

Client Engagement Policy: If you miss or cancel multiple sessions, your counsellor will discuss the situation with you. In some cases, services may be withdrawn based on the organisation's client engagement policy.

It's important to communicate and manage cancellations properly to avoid disruptions in service and potential charges.

Your therapist will prepare you for what you may experience between sessions. For example, disturbing images, thoughts, and emotions may arise during the week as you continue to process the trauma. Your therapist may

suggest you keep a journal of these negative memories and thoughts. This can help you distance yourself from the unpleasant thoughts and provide you with new targets for future therapy sessions.

Your therapist will also review the visualisation techniques and relaxation exercises you can use to maintain emotional balance between sessions.