



Willow Therapy Tring Remote Video and Phone Guidance

Willow Therapy Tring will use the following platforms to offer remote counselling and parent support sessions – Zoom or FaceTime. Both offer end to end encryption meaning that only you as the client and your counsellor can see what is being communicated. Your counsellor will discuss which platform would be suitable prior to commencing sessions. Sometimes people use headphones with a mic during online sessions, this is a personal preference.

In order for the sessions to take place please read through the following guidance notes and make sure that:

1. As with face-to-face sessions there will be a set time for counselling appointments. The session time will start at the designated appointment time and run for the hour.
2. Please ensure you have downloaded the appropriate app before the session commences. Also ensure you have your microphone on and camera turned on if using video.
If you have chosen Zoom, your counsellor will send you a link via text.
Your counsellor will ring you at your designated time, do not attempt to contact them.
3. Please turn off your mobile phone ring tone or mute. Turn off Alexa, Siri and all television and radio to avoid interruption.
4. Please ensure your computer or mobile is positioned at a sensible height so that your counsellor can clearly see your face and that the camera is at eye level. Please place mobile phones on a solid surface as opposed to holding them. If several people will be participating, please make sure that they can see everyone clearly.
5. It is very easy to hear background noises e.g. animals and washing machines and kettles etc. so please make sure you are in a quiet location.
6. Please ensure that you will not be disturbed for the duration of the session and that the door to the room you are sitting in is closed. Please inform all family members that you will be in a meeting for one hour, some people choose to put a sign up on the door. If there is no private space within the house, you may have access to a vehicle to sit in. Please ensure this is safe and appropriate to do so. This is at your discretion.
7. To ensure you are comfortable please use the bathroom before the session, have water/tea to hydrate yourself, tissues if required, dress appropriately, check your room temperature and lighting not just in the room but at your face – sitting with a window facing you can help.
8. If you are using your computer, remember to have your mobile out of reach and with the sound muted so that it is not a distraction.
9. Please ensure you do not have your back to a window or lampshade – this can make it very hard for your counsellor to see you clearly.
10. Some clients choose to go for a walk for a one hour period with headphones in to have a telephone session in private.
11. Please ensure you have not been drinking alcohol or taking drugs before any sessions where they may still be in your body. If your counsellor feels you are under the influence of alcohol or drugs the session will be terminated.
12. **Please do not record the sessions.** Your counsellor will not be recording any of your sessions unless they have prior consent from you, and this has been mutually discussed and agreed and a consent form has been signed by you.
13. Please ensure that your session is confidential to you and that no other person listens in to any part of the online or phone session without prior agreement with your counsellor. **You as the client are responsible for the confidentiality within your own space whilst having remote sessions.**

**Becky Willoughby Founder Lead Counsellor at Willow. Practitioner Teacher.
Integrative Counsellor MBACP 064623 Family Counselling ASIIP Clinical Supervisor Dip.**



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Regarding children's sessions, the designated time is one hour.

If a child chooses not to utilise the full hour a parent or carer may use the remainder of the time to check in with their counsellor on how the child is navigating with the online platform. This time could also be used to make the counsellor aware of any significant changes for the child within the family during the pandemic.

As with all face-to-face sessions the time is boundaried to the one hour and a part of the session cannot be transferred to another week.

It's important to ensure a safe, healthy environment when a client is receiving psychotherapy/counselling using an online platform. Before we can start the therapy, your counsellor will send you an assessment form to be filled in. This will be discussed at the initial assessment.

1. If, at any point during the session, the connection drops, your counsellor will call your phone right away, do not attempt to ring them to avoid crossover.
2. At the beginning of the session we can create a safe word for those clients who may be at risk or if there is a cause for concern.
3. This safe word can be noted down by your counsellor. The word can be used by you if you feel your confidentiality is being compromised at anytime e.g. someone is outside the door, or you feel someone is listening in to your session. The counsellor will refrain from discussing anything confidential until you feel the space is safe again.
4. In these case's the appropriate agencies or services will be contacted immediately.
5. One way to communicate you are at risk is by writing on the chat option of the video service typing an agreed word or just saying it out of context.
6. If you are the primary caregiver of a minor or another vulnerable person e.g. child, elderly, a person with physical or mental health disability, please make sure to plan to offer support or space if required after the session.
7. If you have any changes to your health since the last session, please let your counsellor know to adjust the session accordingly.

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Existing Clients

As with face-to-face sessions, the confidentiality agreement we sign together is still applicable.

In addition all Willow Terms and Conditions still apply.

Willow therapy requires 48hrs notice if you wish to cancel or postpone an agreed session without charge.

Whilst we are navigating COVID – 19 if you or a family member become unwell relating to the virus and the session needs to be cancelled the 48 hrs notice will be waived due to it being an unforeseen medical emergency.

New Clients

Please read and sign the attached assessment forms and Terms and Conditions along with the GDPR statement.

All clients are to sign the remote working contract and to return via email.

In order to work remotely and to return all the paperwork, Willow is happy for paperwork to be

printed, filled in and signed then photographed on a phone and emailed to becky@willow-therapy.com

Alternatively paperwork can be scanned and emailed.

Emergencies

Please note Willow is unable to provide emergency support, we will however make every effort to be available during our working hours and will signpost where necessary.

In case of an emergency or if you feel suicidal and do not think you can keep yourself safe, please contact your local police service, your G.P. or contact your local A&E Department.

You can also contact the following 24hr contact numbers

Samaritans: 116 123

Papyrus: 0800 0684141

Young Minds: 0808 802 5544

Hectors House: Text Hector to 85258

During COVID - 19 some members of Willow will be volunteering on the NHS GoodSam helpline. If you require additional support at this time please call the following number for online /phone support where you will be allocated a helper. Phone: 020 3287 8128

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Online/phone therapy agreement

By signing this agreement, I confirm that I have understand the information above and have had any concerns explained to me. I agree that I will not record any part of the session or let anyone else listen in to the session via phone or any other device or means without prior agreement with my counsellor.

I agree to ask any questions I have to my designated therapist.

I have understood the limitations to confidentiality in the agreement above and these have been explained to me. I also confirm that I am the person I say I am and the name and details below are my true identity.

CLIENT NAME: _____

CLIENT SIGNATURE: _____

DATE: _____



When working with couples, families or children under the age of 18.

A designated signatory is required to fill in this form acting on behalf of all those taking part in therapy. This information will be stored in an email vault which is encrypted online. Forms will be printed off under the GDPR agreement. The forms will be stored in the locked cabinet in the Willow office which is passcode protected.

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