



Willow Therapy 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 if you are scheduled for a phone session.**
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 your counsellor 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, Willow retains no liability.**
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 - sitting with a window facing you can help.
8. 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.
9. Some clients choose to go for a walk for a one hour period with headphones in order to have a telephone session in private. **Please be mindful traffic noise can be a distraction.**
10. 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.**
11. **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.
12. 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.

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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 to ascertain 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.

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, regarding domestic violence.
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 cases of emergency, ie. the client is at risk, 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. Please indicate to other family members that you may need some private reflection time, following your session.
7. For children's sessions - Parents please be aware your child may need some space after a session. Try not to quiz or question a child on the content of their session.
8. Parents and carers, please raise any concerns with your child's counsellor in the first instance.
9. 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 remote session without charge.

New Clients

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

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

In order to work remotely and complete all paperwork, Willow is happy for paperwork to be printed, filled in and signed, then photographed or scanned, before being emailed to becky@willow-therapy.com. Alternatively you can complete our digital form via <https://www.willow-therapy.co.uk/client-forms-and-assessments>.

Emergencies

Please note Willow is unable to provide emergency out of hours 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 :

ANXIETY UK

03444 775 774
www.anxiety.org.uk

MIND

0300 123 3393
www.mind.org.uk

CHILDLINE

0800 1111
www.childline.org.uk

THE CALM ZONE

0800 58 58 58
www.thecalmzone.net

SAMARITANS

116 123
www.samaritans.org

PAPYRUS

0800 068 4141
www.papyrus-uk.org

YOUNG MINDS

0808 802 5544
www.youngmind.org.uk

BEAT EATING DISORDERS

0808 801 0677
www.beateatingdisorder.org.uk

SHOUT

Text SHOUT to 85258
www.giveusashout.org

REFUGE

0808 2000 247
www.refuge.org.uk

SWITCHBOARD LGBT+

0300 330 0630
www.switchboard.lgbt

ALCOHOLICS ANONYMOUS

0800 9177 650
www.alcoholics-anonymous.org.uk

HECTORS HOUSE

If you are in crisis, you can text HECTOR to 85258
<https://hectorshouse.org.uk>

WILLOW THERAPY URGENT SUPPORT LINKS

You can find a variety of of **24hr emergency support** links via our website at <https://www.willow-therapy.co.uk/urgent-support-links>

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Online/phone therapy agreement

By signing this agreement, I confirm that I have understood the information above and any concerns have been 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.

**If the client is under the age of 18, this form must be completed by a parent or guardian on their behalf.
If completing on behalf of a minor, please tick here .**

Client Name Entering Therapy :

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.

