

PREPARING FOR ONLINE COUNSELLING

For online sessions, I use Zoom, a free, secure*, and user-friendly platform.

The following information is designed to help ensure that our online sessions are confidential and effective. Please take the time to read it carefully.

Confidentiality

Private Space: Please find a quiet, private area where you won't be interrupted or overheard during our session. Minimising distractions will help you stay focused.

Device Security: You are responsible for keeping your devices secure. Ensure you have password protection, regularly updated virus protection, and firewalls in place.

My Security Measures: I ensure my devices are secure at all times, following the same protocols. I also use Zoom's security features, including:

- Password protection and waiting room functions
- Sending a new meeting invite for each session that only you can access
- Locking the meeting once the session begins

Meeting via Zoom

If we experience a connection issue during the session, I will attempt to reconnect. If this isn't possible, I'll call you to either continue the session or reschedule for a later time/date.

To ensure a smooth connection:

- Make sure your Wi-Fi is not shared with high-traffic apps like Netflix or YouTube during our session.
- Set up a comfortable, hands-free space with good lighting where you'll be clearly visible throughout the session.
- Turn off any notifications or alerts on the device you are using for the session.

Making the Most of Our Time Together

Meeting from home can feel more informal, so it's important to prepare as you would for a face-to-face session:

- Turn off any other devices (TV, radio, etc.) except the one you're using for our session.
- Avoid multitasking and give your full attention to the session.
- Dress as you would if we were meeting face-to-face.

Beginning and Ending Sessions

Since you won't have travel time to and from our session, you may want to build in a few minutes before and after. You might want to do some mindful breathing before the session starts. After the session, I recommend taking some time to reflect and gradually reconnect with your day.

Using Zoom for the First Time

I'll send a Zoom invite the day before our meeting. When you click the 'Join Zoom Meeting' link, you'll be directed to download the necessary software if you don't already have it:

- On a mobile device, it will direct you to the App Store.
- On a laptop, it will guide you through a quick, easy installation.

Once installed, you'll join the meeting and initially enter a 'waiting room' until I start the session. You can check your audio and video quality while waiting.

To avoid any delays, I recommend downloading Zoom ahead of time so as not to interfere with our session.