

POLICY FOR WORKING ONLINE (updated May 2020)

Working face to face is my “normal”. There may, however, be times (e.g. during the Covid-19 pandemic) when working in this way is not possible. In such a case, I will consult with the client(s) and together we will decide whether working “online” (e.g. video call, phone call) is an option.

Please refer to my therapy agreement for more detail on the way I work including my approach to confidentiality, cancellations, holidays etc. All this will also be applied to my online work. There are, however, some extra considerations to account for; these are detailed below.

Before Establishing an “Online” Relationship

For both current clients (transitioning from a face to face arrangement to online working) and new clients starting online at the onset, there will be a discussion on the appropriateness of this way of working. The following will be considered:

- Does the client have a private space to conduct the call? It is important that the client feels safe and will not be interrupted or overheard.
- Do we need to change the timing/frequency of the sessions to ensure privacy is maintained?
- Is the client comfortable and confident using the technology?
- Is Zoom the right platform for this client or do we need to explore other options?
- Is there any other support that the client requires during this period of remote working?
- If we are using telephone, who calls who?
- What happens if a client is late for a session?

Online Platform

- I primarily use video conferencing facilities provided by Zoom: <https://zoom.us> I have chosen this platform based on considerations of suitability and privacy. When setting up a call on Zoom, I endeavour to use best practice, ensuring that the highest privacy settings are being applied (e.g. use of waiting room, password upon entry)

Privacy and Data Protection

- I conduct my online sessions in the same way as my face to face sessions. I will ensure that the space I work from is private and that interruptions to the session are unlikely to occur.
- I agree not to take any audio or visual recordings of the sessions.
- After the session has finished I will close all windows or applications that are related to the meeting. Only I have the password for the computer I use for my online work.

Payment

- Payment is to be made via bank transfer or my Wellbeing account.

Connection Issues

- In the event that technical interference occurs during the session we may need switch to another platform such as Skype or a phone call. If we suddenly get cut off during a call, I will attempt to make contact by telephone to discuss a way forward.
- I will switch off my phone as soon as the session starts and will only switch it on if a connection problem occurs and we need to contact each other in an alternative way.
- Should there be significant technical interference through no fault of the client's and no other option is appropriate. We will arrange for a replacement session to take place at another time.