



## **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.

## **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. We can discuss ways to start our



sessions, like taking a moment for mindful breathing. 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.