



www.ResourceTherapy.com.au

Welcome to the Resource Therapy Institute's Guide to Your ONLINE SESSION

V1 Apr 2020

Thank you for choosing the Resource Therapy Institute Australia to assist you. We would like to provide you with some practical information to help you understand what to expect with online sessions and also provide some tips to make sure the process runs smoothly.

It might feel a bit new or uncertain to have some sessions online but they can be as effective as meeting face to face, so long as you follow the sensible tips below.

My goal is to create a safe and contained space to work with you.

We will be sending through registration documents and materials via email prior to our session.

My preferred online service is Zoom, which is encrypted service and free for you to access and download. www.zoom.us. A video on how to use Zoom is here: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

Click [*your own appropriate Zoom link*] at the appointed time to join the session, but please not before. Thank You.

Please ensure you do the following prior to our session:

1. Read and sign the registration form and confidentiality agreement and return via email.
2. Payment completed as per instructions.
3. You have your computer or mobile set up with Zoom before the session commences.
4. Note that Zoom is not a social network, and there is no need to open a personal account. It is also free for this kind of one-to-one call.

At the time of your session:

1. You join the meeting at the agreed time.
2. Please ensure a back-up phone either mobile or landline is available and I have the numbers to call if the internet connection is working.
3. Please make sure you have the correct microphone and video turned on. You can check both in settings at the bottom left of the Zoom screen.
4. Ideally you will be using a set of headphones with their own microphone plugged into your computer.

5. Your computer or mobile needs to be positioned at a sensible height so that I can clearly see your face and that **the camera is at eye level**. If several people will be participating, please make sure that I can see everyone clearly.
6. 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. Headphones greatly help keep the sound manageable.
7. You will not be disturbed for the duration of the session and that the door to the room you are sitting in is closed.
5. You do not have your back to a window or light – this can make it very hard for me to see you clearly.
6. That there is adequate lighting in the room you are in.
7. You have a box of tissues nearby.
8. You have a glass of water nearby.
9. You have not been drinking alcohol or taking drugs before any sessions where they may still be in your body.
10. You do NOT record the sessions. I will not be recording any of our sessions UNLESS I have prior consent from you and this has been mutually discussed and agreed and a consent form has been signed by you.
11. You will NOT let anyone else listen in to any part of the solo online session (via phone or any other technical device or in person) without prior agreement.

Special Instructions for Couples on Room Set Up:

Please arrange your computer or laptop so that I can see you both sideways on and straight on to start. This means you will need to sit close together, with knees touching. The laptop will need to be approximately 80cm – 1m away (2½ – 3 feet), so you are both in view. Usually a dining room table and chairs offers an ideal set up space.

Read and sign the registration form and confidentiality agreement and return via

Engaging in online therapy will be understood as agreement to the above terms, 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 in writing.