

INDEPENDENT COUNSELLING: DAVID SIMON



Client guide for online sessions

There are some situations in which having counselling or coaching face-to-face is not possible, in which case we can use a secure video link via the internet.

There are pros and cons to working this way, of course. However, I am still using the same skills, experience and personal qualities, whether online or in person.

Things to consider, before deciding to have online sessions:

- Do you have a suitable device you can use? Remember to check that the camera and microphone are working.
- Do you have a private environment in which to talk, free of interruptions, and where your internet use is not monitored?
- Do you have an adequate, stable internet connection?

Preparation before sessions:

- It is best to download the *Zoom* app or client (depending on your device / platform) before the meeting, from [here](#).
- Take care to protect your password and other login details.
- I shall send you a meeting invitation by email. You simply need to click on the link, just before our session is due to begin.
- You will enter a “waiting room”, which gives you a moment to prepare. Zoom will indicate to me that you are there and waiting, and I shall join you at the scheduled time.

- Many people are used to online communications being relatively casual. However, the process will be most effective if we approach sessions in the same way as meeting in person.
- It is sensible to have some water available and tissues handy, just as we would when in my practice room.
- The time normally spent travelling to and from sessions in person can be useful in mentally preparing before, and winding down afterwards. So I encourage you to create a deliberate process to transition into and out of the session.



What happens when our appointment time arrives?

I intend to be ready for you when you arrive in the online waiting room, and then invite you in to the “meeting”. Note that although *Zoom* has the facility to record sessions, this feature will not be enabled, nor will any AI tools.

As well as ensuring that you have privacy, and plenty of charge on your device, please also remember to switch off all notifications, etc. while we are working together.

At the end of the meeting, remember to end the videocall and shut down any apps or windows when we have said goodbye. I recommend you close all internet pages that relate to our time together to maintain your privacy. You may also wish to erase your browser history.

If there are technical problems:

If our session is affected by technological problems that affect our ability to communicate, we should both:

- Log out of the system.
 - Wait a few minutes.
 - Attempt to log back in:
 - If this is successful, we will continue.
 - If this does not work, I will contact you as soon as possible to reschedule, and you will not be charged for the disrupted session.
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