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Counsellor, Supervisor, Trainer

Working Together with Online Video

This handout summarises the main areas that we need to pay attention to before, during and after online sessions.

The creation of a confidential space is especially important when we work online because we are in different locations with different challenges.

Before...

Equipment

You will need one of the following devices for the call, most of which have built-in cameras, though you may prefer a separate camera that sits on top of a desktop screen or laptop:

- A desktop or laptop
- A tablet or iPad
- A smartphone – not ideal but a pragmatic compromise

It can be helpful to use a personal headphone and microphone like the ones that you use with your phone. They are often known as 'Skype headsets'.

Getting started with the software

I use Doxy.me because the data being transferred between us is encrypted and, therefore, more secure. Doxy.me does not require download and is very easy to connect.

Simply use the url <https://doxy.me/adriantupper> and enter your name. I will open the connection when it's time for us to meet. If you visit at any other time, I won't open the connection!

Preparing your space

It's important that you are able to speak freely and confidentially so please ensure that you have:

- A quiet space where you will not be disturbed
 - Unplug the landline
 - Ignore the door bell
- You may need to negotiate time with people with whom you share your space
- Position your computer on a steady surface, e.g. table or a tablet/iPad stand
- It is preferable to be close to your wireless router (e.g. in the same room, or, better, use an ethernet cable) rather than several rooms away.

And for your comfort:

- A place where you can sit comfortably
- A glass of water
- Tissues
- Your diary for arranging our next appointment.

During...

Receiving or Making the Call

We will have agreed an appointment date and time, which is likely to be the same as your regular session. Be ready and 'online' with Doxy.me at your appointment time, when I will connect with you.

No sign-up should be required. Ensure that any symbols showing camera and microphone are green. Sometimes it starts as an audio-only and you will need to click the video camera symbol.

Pacing

Even if we know each other, online sessions offer a different experience from meeting face-to-face. One of the main differences that you need to work with is the speed of the connection and how this affects the conversation. In particular there is a short delay between speaking and being heard, which you might experience as silence. It is helpful to remember to take a breath and slow down.

Dealing with problems

Things can and do go wrong with broadband signals. If you get cut off for any reason then I will try to connect again. If the problem persists then refresh your screen or hang up (red handset symbol) and start again. There is a messaging system as part of Doxy.me if we need to communicate without audio and video.

After...

Your confidentiality

You may want to remove my details from your device after your call, especially if you share the computer or laptop. I don't have any contact details stored in Doxy.me, only email addresses and phone numbers you have already provided to me and kept separately.

All existing arrangements for confidentiality (risk of harm, supervision, record keeping, etc.), cancellation policy and professional ethics still apply when working online.

Payment

Clients normally pay using my card reader or by cash. As things stand I cannot process card payments remotely and obviously cash isn't an option either. I will discuss alternative arrangements when we meet, and this is likely to be me invoicing you periodically for sessions we have had for payment by bank transfer. My rates remain unchanged from my face to face rates.

Please contact me...

On your usual channels -

Email: counsellor@adriantupper.co.uk

Phone/text: 07853 749188