



Donna Stretton Counselling Information sheet for online work

I use **Zoom** for online sessions. If you are not familiar with Zoom, I suggest you have a look at this video:

<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-> for help. It is also a good idea to practice with a friend before our first session so that you are familiar with it.

It is your responsibility to ensure you have good internet connection and adequate anti-virus software and a firewall.

Before the meeting I will send you a link to join. This may be on the day of the session or a day or two before, depending on what time your session is and when you pay for your session. **If you have not received a link from me 2 hours before your session please email me.**

For the session please ensure you are in a quiet place where you feel safe and you will not be overheard or interrupted. Any devices such as Alexa should not be in the room and smartphones should be switched to aeroplane mode.

Please have a soft drink to hand if you wish and anything else you need but I do ask that you do not drink alcohol during sessions or eat.

At the time of your session please click on the link. I will admit you into the session and I will lock the room afterwards which means no one else can join.

Any **inappropriate behaviour or inappropriate dressing** will result in the session being ended and you will be charged in full. Following this, further counselling sessions *may* be discussed and continued at my discretion.

I will not record any of our sessions.

At the end of the session, please end the video call when we have said goodbye and close down the Zoom application if applicable.

After the session it is a good idea to sit quietly for a few minutes to process your feelings.

If we have any problems with the technology during our session I will give you a call. Please note it will show as a private number. We can either continue the session on the telephone or we can rearrange.