Telehealth Tips-

Optimising Your Online Counselling Experience

*Tidalstone Counselling Services*

* Set up your device in a quiet area, where you feel safe. Ideally, you should not be worrying that anyone can hear you.
* Sit in a comfortable place. Set your device up in front of you on a stable surface. Please don’t move your device around during the session.
* Try not to sit in front of a window or with a light source behind you, as you will be difficult to see. Ideally, a light source should be facing you and be comfortable, not harsh.
* Many people prefer to use headphones with a mic built in when meeting online. Headphones will make it easier for you to be heard and for you to hear the counsellor.
* If possible, test your audio and video prior to starting your session, to make sure that everything is working properly. This will reduce the chances of technical issues and stresses around them.
* Please e-mail your counsellor prior to your first telehealth session and include your phone number. If there are any technical issues that arise, your counsellor can call you directly to help resolve them. As well, if a session is cut off for any reason, your counsellor will immediately call you.

Additional Tips for Children’s Sessions:

* Create a ‘nest’ on the floor where the child can change positions easily, yet still interact with the counsellor.
* If the counsellor has suggested any specific materials for the session (ie. crayons, paper, modelling clay, drawings/art/writing that the child has been working on), please have those on-hand prior to the session starting.
* It is always a good idea to have drawing materials and paper on-hand for any work that may take place that requires them.
* The child may choose to have a stuffed animal, or some other ‘friend’ to accompany them to their session. Encourage the child to create a positive environment for themselves for their counselling session.

Note:

* Please set up the device (as above) for the child and emphasize that it is not to be touched or moved during the session. Kids often like to ‘take the counsellor for a tour’ and this movement can interfere with the flow and work happening in the session.
* Please respect the child’s privacy and not listen in, or sit in, on their session when not arranged in advance with the counsellor. Please tell them that they will have privacy. It is important that the child feel respected and able to open up freely, without the worry that someone is listening to them.