



## **Zoom Instructions for Clients**

It is unfortunately that time of year where everyone is dealing with illnesses and now we must be mindful of the impact of coronavirus. Counseling Associates takes your emotional and physical health seriously. To ensure everyone's health and safety, we are now offering remote telehealth sessions to clients. These sessions would allow you to meet with your therapist from home rather than coming into the office. If you are interested in participating in utilizing this type of counseling, please let your therapist know and together you will complete the informed consent. Please make sure on the informed consent to provide updated emergency contacts as well as an email to which you are comfortable receiving Zoom session invitation links.

- Once you have completed and signed the informed consent you and your therapist can discuss scheduling.
- When an appointment has been scheduled you will receive a link to the email that you provided with information on the day and time of the appointment as well as a link to join the session. There is a chance that depending on the computer or technology that you use to login that you may have to download the Zoom app (your computer will guide you through this if it is needed). Additionally, it is important that you have access to a video (webcam) and microphone in order to conduct the session. If your microphone is not working you are able to call in using the instructions in the link you will receive however, it is necessary that video works in order to conduct the remote session.
- When it is time to join a session, click on the link provided in your email and this will allow you to enter the virtual waiting room if your therapist has not yet started the session.

### **Important Considerations for Telehealth**

#### **Creating Confidential Space:**

- Is your space private?
- Can you lock the door or are you able to speak to others to ensure that your privacy will be respected and others will not enter the room?
- Can others hear you talking from outside the room?
  - If so, can you create white noise with a fan or other background noise outside the door of your room?
  - Headphones or earbuds can help with the privacy of the discussion.

#### **Technical Setup:**

- A laptop or desktop computer are ideal — preferably the biggest screen size that you have available to you (that you can also have in a comfortable, confidential space)
- If you're using a tablet or phone, please prop up the device so that it is stable and that the camera is about level with your eyes
- Whatever device you're using, please make sure that the camera is about level with your eyes. It may require propping up your device or monitor on other items, such as books.
- Please make sure that you're well lit and don't have a bright light source directly behind you
- **Internet:**



- Be sure to move your computer as close as you can to your WiFi router (the box that makes the WiFi.) Or better yet — plug your computer into the router with a cable.
- After that, you'll want to close out of any programs you don't need which use your Internet connection.

If you have additional questions or concerns after completing the informed consent with your therapist please do not hesitate to ask. We look forward to continuing to best serve your mental health needs!