

# Terms and conditions of your online therapy

This therapy agreement is between:

<b>Parents</b>	
<b>The therapist</b>	Lesley Simpson-Gray

## **Privacy and confidentiality:**

The content of each 45 minute therapy session is strictly confidential. I can only discuss your child's progress using general themes. Throughout the session, I maintain my usual duty of care to children to follow safeguarding procedures; so I'll let a professional know if I feel concerned for their safety. **Details of my safeguarding policy can be found on my website: [www.lesleysimpson-gray.com](http://www.lesleysimpson-gray.com)**

It is important that you support your child to have privacy during their session. This might include having headphones or alternative activities available for yourself and or siblings. We will review this on a regular basis.

## **Helping your child prepare for their online session:**

**It is important that there is an adult available, who can be contacted by phone at any time during the session.**

- Help your child to choose a private, quiet space that they will use for sessions. Their bedroom is fine, or somewhere that is away from shared spaces eg. the kitchen, lounge, garden.
- Please ensure that smart speakers eg. Alexa's are switched off and unless we agree otherwise, children should not have their own phones, laptops available or switched on,
- Please set up the therapy device so that they are ready for their session. This includes checking that the camera, microphone, keyboard and mouse are working and that there is sufficient power/ charge on the device.
- If you have a stand available for their device, please encourage your child to use it so that their hands are free and they can focus on talking / playing.
- At the beginning of the session, I will ask your child to say goodbye to anyone else who might be around. Please can you close doors, and ask others in the house to respect your child's privacy.
- If your child leaves the room, or the conversation before the end of the session I'll call the available adult to check that they would like to end the session and that the device has been given back to you. Alternatively, we can agree on a start and end for the session that works for you and your child.

**When children refuse to attend their session.**

Children need to feel empowered to let me know their feelings and to know the difference between their therapeutic relationship with me, and the expectations of other adults in their lives. Despite appearances, missed sessions are never 'wasted' and there is plenty of very important work that still happens, sometimes as a result of their non-attendance. I will still be available for their entire session, in case they change their mind. I'm also happy to use the time to check in with you.

Children need to rely on my promise to give them my consistent and unconditional attention during their allocated time. If absence becomes a problem, we discuss things with everyone involved, so that issues can be acknowledged and resolved. If changes cannot be accommodated, we can plan together to have a meaningful ending to the work.

**Online platforms, applications and resources** have been carefully selected and tested to ensure that they are appropriate for your child, and their age.

I use WhatsApp to share therapy images, messages and short videos to your child between sessions and they are welcome to share images that they would like to include in their session. I will seek parental permission before requesting or using a personal email address or phone number for your child.

**Further information about privacy and how I keep data safe across all of the applications I use online can be found in my privacy policy.**

**Data Security:**

Parents will be required to ensure that sufficient provision is made to protect passwords and sensitive information on the device their child uses for the session. Parents should also ensure that children cannot access personal or private information which does not belong to them. If I feel concerned that your child has access to information that is unsuitable for their therapy, I will pause the session immediately, and check with their available adult before we continue or reschedule the session.

**Cancellations and disruptions:**

I monitor texts, emails and voicemails on weekdays between 06:00 – 20:00; this is the best way for parents to inform me in advance when a child cannot attend their session.

If we experience a disruption or disconnection to the internet connection, we will attempt to re-connect. If this cannot be achieved within 10 minutes, we will reschedule the session.

**I agree to the above terms and conditions:**

**Parent name:** \_\_\_\_\_

**Date:** \_\_\_\_\_