

Digital and Remote Working Policy 2024

Email and text messages

I use QuickBooks, an online accounting platform, to generate invoices/receipts which are sent monthly via email. If I need to cancel a session I will communicate via text / email. As emails may be vulnerable to viruses or human error, sensitive information is best kept within the consulting room. If you would prefer me not to use text or email, please let me know.

Remote working agreement

If you wish to work with me remotely, this will be thought about with you considering your needs and current circumstances to ensure this way of working is in your best interests. My preferred platform is Zoom. I use the 'waiting room' and 'password' facilities to ensure maximum security. By participating in a session via video-conferencing or telephone we agree to use a safe, secure environment, we agree not to record sessions, and I recommend that you use headphones where possible. Your safety and privacy are paramount. When deciding to work with me remotely, however, please consider that telephone and video-conferencing facilities cannot be guaranteed as 100% secure.

While I endeavour to limit technological issues, there may be unavoidable circumstances where an online session is interrupted by connection issues. In these circumstances, please call me by telephone. If both video and telephone connection fail, we may need to use text or email to agree on the way forward. However, text and email will not be used for continuing our session.

Please ensure you have access to a good connection as I would usually charge the full fee for missed or shortened sessions. If my connection fails and we are unable to use video or telephone, I will make a fair assessment as to whether I charge a reduced fee or no fee. Sessions last 50 minutes and begin and end at the agreed time despite any technological issues that may arise.

The Internet and social media

I maintain a blog on my website through which I aim to share my thoughts and ideas relating to therapy and related topics, including the work and research of others which I deem relevant. I do not use real client material. Boundaries and confidentiality are paramount and, as such, I will not knowingly follow or connect with any client or former client on any social media platform. Questions arising out of my online presence are best raised with me in therapy so that any issues can be thought about in the context of our work. This is important to protect the therapeutic nature of our work.