



Online working guidance

Scotty's 1:1 sessions take place online using the online platform Microsoft Teams. You can join using any device and do not need to create an account. (For a mobile you will need to download the Microsoft Teams App). We will share the link in advance of any session.

Full instructions on how to access Teams can be found [here](#):

There is a National Online Safety Guide for parents regarding Microsoft Teams which can be accessed [here](#)

If you are unhappy about any aspect of using Teams then please talk to your counsellor/support worker in the first instance.

Access to Online Devices

To enable support sessions to take place via video call please ensure that:

- You have access to a device such as a phone with a camera, a tablet, laptop or desktop computer with webcam.
- You are responsible for the security of your devices, employing password-protection, having regularly updated virus-checkers and firewalls installed etc.
- You have a good internet or data connection to ensure videocall quality.
- Your device has enough power for the duration of the session.

In the event of a loss of internet connection:

1. Check your device has enough power (do you need to plug it in?)
2. Log out of the system
3. Wait a few minutes
4. Attempt to log back in (if this is successful, we will continue)
5. If this doesn't work, I will contact you by email or phone to arrange a new date for the session

Telephone support

If we agree support sessions are to take place via telephone please ensure that:

- Your phone has sufficient battery, is plugged in and charging, or you are using a landline telephone
- You are not driving or engaged in any other task.
- You have a good reception/signal if using a mobile phone.

In the event of a loss of mobile connection:

1. Try moving to a different part of the room/area of the home if able to.
2. I will redial.
3. If we cannot connect after 5 minutes, I will contact you by text or email to arrange a new date for the session.

Scotty's Online netiquette

Meeting from your home environment may lead to the process feeling more informal, which may, in turn, affect how you prepare for and experience our meetings. We have created this short guidance, as we want to make sure that all our members have a safe and enjoyable session online.

With your help, we can promote the safety and wellbeing of members (and their families) whilst receiving online support from us. Please help us to comply with our safeguarding policy and procedures by following these simple guidelines.

- You should do all that you can to find a private and undisturbed place for your sessions. If you feel confident that you cannot be overheard, you will be able to engage in the session more fully. **Please avoid private spaces such as bedrooms.** Please speak to your counsellor/bereavement support worker if this is going to cause an issue for you.
- To maintain confidentiality please ensure our session is private. We will discuss in the first session who is going to be present. During sessions I will always ensure that I am alone in the room and that the privacy of the session is secured. For the work to be successful, it is important that you do the same.
- Please do not use an image filter for the background as this makes it difficult to see each other.
- Have no other distractions (e.g. using mobile phones or loud music/ TV playing) and reminding other members of the household that you are not available during the session.
- It is important that for anyone under 18 there **MUST** be an appropriate adult in the house during the support call.
- For anyone under 18 it is good practice for us to check in with the parent/carer at the start and then at the end of the session before we finish. This can be discussed in further detail before support begins.
- Dress appropriately for the meeting (e.g. no pyjamas/night clothes).
- It's a good idea to have a soft drink to hand but please leave food for later.

- Set up a space where you can sit comfortably for the duration of the session, preferably with your device supported hands-free and set up so that you remain clearly visible with adequate lighting and without needing to make adjustments as we talk.
- Please arrive in the 'waiting room' just before your session start time. If you are late the session end time will remain the same and you will lose part of your session.
- At the end of our time together, you should end the call when we have said goodbye.
- A text or email will be sent to confirm the next appointment.

We ask that you do NOT:

- Record the session including audio, video or screenshots
- Use unacceptable language
- Attend under the influence of drugs or alcohol

Self care after sessions

Engaging in counselling or therapeutic work either by phone or video-link will feel different from face to face. It may be the first time you have used this approach and this can seem daunting. However, it has been recognised that sometimes people find it easier to talk and to express themselves than actually being in the room with their counsellor/support worker. Telephone or web-cam conversations can sometimes feel different in both pace and tone.

After the session ends, it can be important to take a little time to adjust back to the life around you. (There is usually a period before and after a face-to-face session as you travel to and from the meeting). It might be worth planning a short walk or a little time to yourselves for a short period after a session in order to reflect and reconnect gradually with other things.

The Scotty's Families Team are looking forward to supporting you online. If you have any questions, please get in touch.

Please note: You can find other useful guides on the National Online Safety website using this link <https://nationalonlinesafety.com/guides>