

## **Kirsty Weedon Private Therapy Practice: Telephone & Online Working Information**

### **Telephone and online working**

Working online refers to all methods of communication using digital and information technology regardless of whether the equipment is a desktop computer, laptop, tablet, smartphone, or any other device.

I use the telephone and online platforms: Microsoft Teams and What's App, which comply with my insurance and UK GDPR stipulations, providing an accessible, secure and encrypted service.

I offer online / telephone for:

- Initial meetings
- Individual therapy sessions
- Supervision
- Group therapy sessions
- Workshops

Sessions may be intentionally online / telephone, or they may be as a result of the Covid-19 pandemic e.g. lockdowns or positive case and self-isolation.

### **Practical considerations**

#### **Before our session**

- Please ensure you have downloaded the latest version of Teams and that you have sufficient wi-fi speed and bandwidth to have a stable connection.
- Please ensure your Teams name and email matches the details on your personal details or booking form.
- Please use a desktop computer or laptop rather than a phone for the session, so that everyone can be seen on the same screen at the same time.
- Please ensure that you are in a private space, where you will not be interrupted or overhead, and where your confidentiality and confidentiality of others can be maintained. This may mean you need to use earphones.
- Please position your computer or laptop facing into your room, with space behind you, so that you can stand up and move whilst still seeing the screen.
- You may like to have a glass of water, some objects / props (e.g. a scarf or a cushion), notebook and pen / pencil, and box of tissues nearby.

#### **During our session**

- We may experience some technical issues during our session. This may include the image and sound freezing, becoming fuzzy or crackling. Sometimes these problems resolve themselves fairly quickly without any intervention. However, if any problems persist, I will suggest some options that may help improve the situation.
- If you get disconnected during a session, please try to log in again. If you're unable to re-connect to the meeting, please contact me by phone.
- If we all get disconnected, please wait five minutes and they log back onto the Teams meeting.
- We may decide to use another method of communication if technical issues persist.
- If we experience technical issues, I will not be able to continue our session beyond our allocated time.
- Any recordings (audio or visual) are prohibited. No photographs or screen shots are permitted.

### **My commitment**

- I will continue to review and reflect on the platforms that I use for telephone and online therapy.
- I am committed to being open and transparent with you about the measures and guidance that I follow, and how and why I use telephone and online platforms.
- I will talk with you about your suitability for in-person, telephone and online therapy.

**Updates:** any further updates or changes to this form will be communicated either in person, by phone or via email, or will be available on my website.

If there is anything you are uncertain about, please don't hesitate to get in touch. I'm very happy to answer any questions you may have.

*Kirsty Weedon*

Kirsty Weedon (she/her)

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