

## Connect Teletherapy Contract

Connect is currently providing 1:1 and group therapeutic interventions via video and telephone calls as we are unable to provide face-to-face treatment in light of the Covid-19 pandemic. We assume that when you take part in one of these sessions you are giving your consent to work in this way. In giving your consent, you are agreeing to the following conditions:

- I will make sure that I am in a quiet, private space that feels safe and is free from distractions. Please note that this is particularly important if you are taking part in a group intervention, as you need to protect the privacy of the other members of the group as well as your own.
- If there are other people in my home and I am taking part in a group, then I will use headphones, where possible, in order to protect the confidentiality of other group members.
- I will fully engage in the session and ensure that the television and radio are switched off, I am not driving, I am not looking after my children (unless there is no other option available) and that I will not be interrupted by calls or messages (please switch on your phone's 'do not disturb' function if possible), or answering the door.
- I will maintain the usual boundaries of a therapeutic intervention with regards to 'arriving' on time for my appointment and engaging for the agreed duration of the session.
- I am aware that all the usual boundaries and expectations that apply for face-to-face sessions continue to apply, such as, the information I share being confidential within the Connect team (and therapy group where relevant) unless there is a need to share risk information with other professionals to keep me or others safe.
- I will dress appropriately for video sessions and I will not be under the influence of drugs or alcohol.
- If there is a risk that I may be interrupted by someone else and need to end the session without saying what the call involves, then I will let the Connect staff member know and we will pre-arrange a word or phrase that I will say if this happens. If I am part of a group then I will let the other group members know about this word/phrase.
- I am aware that Connect staff members are only available during their working hours (which should be advised to me by the staff member(s) I am working with) and that they will not respond to messages or emails outside of these times.
- I am aware that Connect staff members will often not be able to respond to messages or emails immediately and any important, urgent or risk information should not be communicated via text message or email.
- I will not share/post any written correspondence between us on social media e.g. text messages.
- I am aware that Connect does not provide an emergency or crisis service and if I am unable to keep myself safe, then I need to follow the risk management plan agreed with my Lead Professional.
- I will provide the Connect staff member with an alternative way to contact me if the video stalls or we lose phone signal during a session (e.g. an email address, an alternative telephone number).
- I will not record, photograph or screenshot the session unless this has been agreed with the Connect staff member facilitating the session.
- I am aware that sessions are scheduled for an agreed date and time. If I do not answer the call then the Connect staff member will try to contact me again within 15 minutes of the start of the session. If I do not respond during this time then the session will be counted as missed and another session will need to be scheduled. If I am late attending my session then the session will still finish at the original time.