

# Covid-19 Response for Dramatherapists.

Version 2. 26/03/2020

This guidance is for Dramatherapists on how to respond to Covid-19 (Coronavirus disease 2019), AKA Coronavirus.

This guidance is based on similar guidance released by:

- British Association for Counselling and Psychotherapy (BACP)
- UK Council for Psychotherapy (UKCP)
- British Association of Art Therapists (BAAT)
- British Association for Music Therapy (BAMT)
- AXA Healthcare
- Government and NHS guidance.

This set of guidelines aims to support dramatherapists working as freelancers or private practitioners, and employed dramatherapists who may appreciate additional help alongside their employer guidelines. This is a live document which will be updated regularly until further notice, as public advice changes.

This is not an exhaustive set of guidelines, neither does BADth oblige dramatherapists to work exactly in the methods outlined; rather, this document may provide you with useful information about some questions you may have about your work during this time of uncertainty.

BADth is not a regulating body. Any guidance from the HCPC takes precedence over guidance from BADth, and this guidance would be amended to become in line with HCPC guidance should there be any differences.

Many thanks to all those who have shared guidance and information to support the creation of this version.

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# 1. How to do Dramatherapy during Covid-19

## 1.1. Limited Face to Face sessions which may be allowed

The country is in lockdown. Most face to face sessions will **not** be taking place. Where they are taking place, they must:

- Be 1 to 1 sessions. No gatherings of more than 2 people, this includes outdoor gatherings. The police have the powers to enforce this.
- Be essential. The service must be recognised as a key service. Your risk assessment must clearly indicate that the risk of not seeing this client, in this face to face way, at this time, is greater than the risk of spreading a deadly infection to their household (and to your own) if you do.
- Adhere to social distancing within sessions – 2meters (just over 2 yards) separation
- Have no physical contact, no hand shaking, no touch.
- Ensure any resources used are washed, disinfected or cleaned before and after the session. Disinfect surfaces such as door handles or chairs.
- The client and therapist will have no symptoms which could be related to Covid-19 (e.g. no cough, no temperature)

## 1.2. Tele-health AKA distance therapy

Most sessions should be moving to a Tele-Health model. This can take various forms which may include:

- Video therapy sessions
- Phone therapy sessions
- Chat therapy sessions

- Email based therapy exchanges

## 2. How to move to Tele-Health

### 2.1. A word on anxiety and expertise

“I know it’s a strange and stressful time at the moment with a lot of dramatherapists moving over to online work.

If you have no experience please remember that’s ok. You are at the start of your process working online with clients. This is probably the first time your client has had online therapy too so you are meeting from a similar place that can bring connection. Don’t feel under pressure to learn everything over night or that you have to pull out all the technical bells and whistles. Just meet with the client, a smile, a hello, whatever that might be. Trial if it works for them and you and build from there.

If it isn’t suitable, possible or appropriate there are other ways such as the telephone, text or email.

We are all working together to come up with ideas for contracts, creative ways to work online to stay true to our discipline, ways to work from home and have definition between home and work life, ways to support the client to step into the therapy space and out/derole as they are probably in their home, insurance, ethical concerns, safe guarding etc

Above all remember to have space for yourself and your mental wellbeing because at the moment you are probably carrying your anxiety, the clients, the organisation, the wider community.

Much Love

Katie” (Still, Dramatherapy Online Strategy and Development Group, 2020)

### 2.2. Insurance

Check with your insurance that they cover you to do tele-health sessions.

Balen’s policy does cover online work.

Towergate’s policy does include this as standard.

Holistic have covered some dramatherapists but may require you to explain that you will be practicing as a dramatherapist in the way you are trained so do not require a separate qualification. Speak to Katie Still for details of arranging this with Holistic if you encounter any problems. Holistic also say:

“we can cover you to work remotely provided that you are certain that your client is a safe environment, you can maintain confidentiality and records in the normal way. You should have a back up contact in the event of internet failure.

As discussed this will probably work with existing clients but not new clients”.

Please check with other insurance providers.

### 2.3. Training

There are a number of training courses for therapists on how to move their practice online.

Here are some of the courses and training I am aware of:

- **Moving your practice online - a brief course for counsellors, psychotherapists and mental health practitioners** - *Dr. Kate Anthony, Dr. Stephen Goss, Online Therapy Institute.*  
This training maps to BACP competencies.  
<https://www.kateanthony.net/shortcoursementalhealth/>
- **How to Work Online with Children & Young People - SUPPORT GROUP** – *Online Events CPD*  
<https://www.eventbrite.co.uk/e/how-to-work-online-with-children-young-people-issues-explored-tickets-100336481116>
- **Telehealth for Mental Health Professionals: 2-Day Distance Therapy Training** - *Joni Gilbertson, PESI*  
Use the discount code “Telehealth” for free access. This course is American but contains a lot of useful information on encryption and uses for telehealth.  
<https://catalog.pesi.com/item/52191/>
- **Resources: how to do online classes and workshops** - *Daniela Welzel & Mark Walsh, The Embodiment Conference*  
Some really useful videos on the practicalities of moving sessions online. Technical Zoom tutorials, information on integrating online work into a website booking system, information on lighting for video sessions.  
<https://embodiedfacilitator.com/resources-for-embodiment>
- **Telemental Health services**  
Link to Google Drive with different resources and training on telehealth  
<https://mailchi.mp/dd7e4d22768d/telemedicine>
- **Explore and Play: Using Zoom for creative therapy** – *Katie Still, Dramatherapist*  
BADth member Katie Still has been running small group Zoom sessions and sharing some of her creative resources for online therapy.
- **Online Drama Therapy Workshop** - *Diana Chu, MA, MFT, RDT, Marriage and Family Therapist, Drama Therapist*  
Diana is an American dramatherapist who has been sharing some of her creative resources and expertise. I believe a recording of a previous session is available.  
Part 1 - <https://youtu.be/n5LRSY9wiMA>  
Part 2 - <https://www.youtube.com/watch?v=2u8dUhSiYgs>  
Part 3 - <https://www.youtube.com/watch?v=Hf3EBfB7Vsk>
- **Design & Market Your Unique Online Offering**  
<https://coursecraft.net/courses/z91je/splash>

## 2.4. Guidance

There is also a wealth of published guidance out there for therapists moving online including:

- **Book: Screen Relations by Gillian Isaacs Russell, Routledge**
- **BAMT: Music Therapist sharing lots of guidance and resources:**  
<https://www.bamt.org/about-british-association-for-music-therapy/covid-19-useful-information.html>

- **AHPs** [https://www.ahpnw.nhs.uk/images/Covid\\_19 - resources - \\_AHP workforce 260320.pdf](https://www.ahpnw.nhs.uk/images/Covid_19_-_resources_-_AHP_workforce_260320.pdf)
- **Telemental Health And Children: 20 Free Minimal Supply Activities.**  
Guidance on risk assessment for children in teletherapy and creative ideas.  
<https://www.meehanmentalhealth.com/the-playful-therapist-blog/telemental-health-and-children-20-free-minimal-supply-activities>
- **Interventions for Online Therapy with Children and Youth.**  
Lots of creative ideas, links to online resources, stories on YouTube and how that can link to therapy themes, crafts to do with toilet roll tubes. Some ethics on setting up too.  
<https://www.guidancett.com/blog/interventions-for-online-therapy-with-children-and-youth-2020>
- **COVID-19 Plan for Therapists: Questions, Answers, and Guidelines**  
Lots of info: consent form templates, research on telehealth with children, ethics and more.  
<https://www.zynnyme.com/blog/2020/3/12/covid-19-plan-for-therapists-questions-answers-and-guidelines>
- **Getting Started with Telehealth**  
Some points to consider when first setting up.  
<https://www.simplepractice.com/blog/getting-started-telehealth/>
- **Is Zoom HIPAA Compliant?**  
HIPAA is an American ethics requirement for online therapy so technically does not apply to the UK, however, the guidance here may still be useful when thinking this through.  
<https://telehealth.training/articles/is-Zoom-HIPAA-Compliant>
- **Online Counselling for Oxford students who are temporarily not resident in Oxford**  
This is the information Oxford University has shared on their therapy service and may be of interest. Asks questions about data security.  
[https://www.ox.ac.uk/sites/files/oxford/field/field\\_document/Online%20Counselling%20Information.pdf](https://www.ox.ac.uk/sites/files/oxford/field/field_document/Online%20Counselling%20Information.pdf)

## 2.5. Facebook Groups with information and resources:

- BADth Forum (Secret group for members of BADth – ask to join if you are a member)
- Dramatherapy Online Strategy and Development Group  
<https://www.facebook.com/groups/467358290750395>
- Tele-PLAY Therapy Resources and Support  
<https://www.facebook.com/groups/2377497079019547/>
- Tele-Expressive Arts Facilitation Resources & Support  
<https://www.facebook.com/groups/2259057897728819/>
- TELEHEALTH KIDS IDEA EXCHANGE  
<https://www.facebook.com/groups/2523585971303002/>

## 2.6. Resources & Websites which could be useful for online dramatherapy:

- Create a character: <https://www.dolldivine.com/>
- Create a story: <https://www.mystorybook.com/>
- Hero's Journey style world including inner voices: <https://www.proreal.world/my-world>
- Free Images: <https://pixabay.com/>
- Dixit Cards: <https://www.dropbox.com/s/ge136ybv2o5lhmk/DIXIT%20CARDS.docx?dl=0>
- PowerPoint Sandtray:  
<https://www.dropbox.com/s/pj7zk8gqqp2ey26/Sandtray%201powerpoint.pptx?dl=0>
- Story: Dave the dog is worried about Corona Virus: <https://nursedottybooks.com/dave-the-dog-is-worried-about-coronavirus-2>
- Board games: <https://skillgamesboard.com/>
- Music: RAMA Vocal Centre Zoom compatible. "Of especial importance when using zoom for sessions with music is deactivating the speech codecs in advanced settings: that this is possible in zoom makes it superior to most other platforms for music therapy. The way to do this (by enabling 'allow users to select original sound in their client settings') is described in Video 13 referenced below and in a document produced by Professor Jim Daus Hjærnøe of the Royal Academy of Music, Aalborg, Denmark. This document can be accessed through clicking on the link 'RAMA Vocal Center download: Guide to Music Mode in the ZOOM app' at: <https://musikons.dk/en/programmes/jazzpop/innovative-choir-leading/rama-vocal-center/more-about-rama-vocal-center/>. This document is also available on the BAMT Covid-19 resources webpage: 'zoom music settings for online sessions'." (BAMT, 2020)
- YouTube has many stories and animations which could be used.
- Virtual Museum tours: <https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours>

#### 2.7. Support for therapists general wellbeing (self-care still essential):

- Lots of support: <https://www.partnersforcounsellingandpsychotherapy.co.uk/the-therapist-hub/>
- Headspace free for therapists: <https://www.headspace.com/health-covid-19>
- Free yoga summit: <https://www.embodiedyogasummit.com/>
- How to watch theatre from your home:  
<https://www.todaytix.com/insider/london/posts/how-to-watch-theater-around-the-world-from-your-home>

## 3. Setting Up Spaces in homes for therapy

When arranging remote therapy sessions by phone or video link, the therapist should give some consideration to the safety of both the room they are in and the room the client may be in.

The client will need to take ultimate responsibility for ensuring their room is safe; the therapist needs to be confident that the client is able to appropriately assess risk and mitigate potential harm to create that safe environment.

Sections 3.1-3.3 should be read together.

### 3.1. Therapist ideal situation:

You will be in a room, which is soundproof, which ideally you can hardwire into the modem for a secure and uninterrupted internet connection. Your WiFi will be password protected. You will use a wireless headset with a mic attached for extra privacy.

The room will be plain so as not to reveal too much about your personal life. You may ritually decorate the space with objects you might use in their therapy space such as a candle or mat.

The room will have space to move around without fear of trips or crashing into things. The mic you are using is wireless to allow you to move around without the sound dropping out.

The room will be away from your normal living spaces (not a bedroom or a living room where you usually relax but a room dedicated to work such as an office or consulting room).

The people you live with will not be coming in and out of the room or passing by noisily. They won't be able to listen in or you will use white noise for added privacy.

You will be sat at a desk with your laptop or computer raised to eye height and a chair which supports you. The computer used will be password protected and any files stored will be encrypted.

The room will be well lit with a lamp which gently disperses light and does not cast weird shadows across your face.

### 3.2. Client ideal situation

The client will be in a secure room in their house where they cannot be overheard or interrupted by other family members. The room will have space for the client to move around without danger of trips or crashes.

They will be hardwired into their internet modem for a secure connection or they will have WiFi which is password protected and has a good bandwidth.

The space will not be a bedroom as that may be too personal.

The client will be well lit so the therapist can read their facial expressions.

The client will have access to materials/resource to use within the therapy such as art or projective objects etc.

### 3.3. Reality will probably require compromise

Those are the ideal situations, it is likely you will need to make some compromises to find a solution which is workable.

If the only safe space where your client could meet is a bedroom then you may have to accept this and include in your first session some time to think about what that is like and how to derole the room back to their bedroom after the session.

If the modem is in the shared family living space it may be that you need to accept a lower quality internet connection rather than disrupt other members of the household. Or if there is just not enough internet band width the session may need to be a phone session.

If the client is living in a situation which is unsafe, there may not be anywhere where they can safely talk. Perhaps they could phone you during their 1 hour a day walk or perhaps the only safe way to hold a session will be over messages or emails which cannot be listened into.

Perhaps it is not safe for your client to be alone and unsupervised and a parent or carer will need to sit in the same room, perhaps wearing their own headphones to give some privacy but present in case of emergency.

Every situation is going to be different and dramatherapists are going to have to consider the specific needs and what adaptations may need to be made.

There may some cases where it is simply not safe to do telehealth or distance therapy in any format during lockdown.

It is not possible for BADth to give guidance for every possible situation, nor is that required as we are professionals who are used to risk assessing and adapting to different situations. Please make use of supervision if you are unclear about a particular set up.

### 3.4. Working with children

You have a few options to set up therapy with children.

Is the child old enough to play on their own in their room? If so you may be able to continue to see them alone.

You may want to have a parent in the next room with their phone to hand, or perhaps even in the therapy room. If in the room you might include them in the session or ask them to wear headphones and listen to music.

If the child (or any adult client with specific needs) has a low attention span you might want to offer shorter sessions, e.g. perhaps 15 to 30minutes rather than an hour.

You need to make sure the parent has consented to the therapy taking place. You might want to ask about parental controls for the internet to ensure the child does not accidentally access any inappropriate content during your session. You might want to work with the parent or guardian to download and install any software before the session or to check if Flash is enabled if you plan to use any websites which use Flash.

Even very young children may be able to engage with distance therapy; there are many tablets, apps and TV shows aimed at toddlers so age does not necessarily have to be a barrier.

#### **Vulnerable young people guidance:**

<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-vulnerable-children-and-young-people>

#### **Free school meal guidance:**

<https://www.gov.uk/government/publications/covid-19-free-school-meals-guidance>

#### **Residential school guidance:**

<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-isolation-for-residential-educational-settings>

<https://www.gov.uk/government/news/isolation-guidance-for-residential-educational-settings>

#### **Early years:**

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures>

**Closure of schools:**

<https://www.gov.uk/government/collections/coronavirus-covid-19-guidance-for-schools-and-other-educational-settings>

<https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers>

**Cancelation of exams:**

<https://www.gov.uk/government/publications/coronavirus-covid-19-cancellation-of-gcses-as-and-a-levels-in-2020>

<https://www.gov.uk/government/news/further-details-on-exams-and-grades-announced>

<https://www.gov.uk/government/news/universities-told-not-to-alter-applicants-offers>

**Further Education**

<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-further-education-provision>

<https://www.gov.uk/government/publications/coronavirus-covid-19-apprenticeship-programme-response>

**3.5. Working with adults at risk**

If you are working with adults who are not safe you may wish to consider this guidance:

**Domestic Abuse:**

<https://www.gov.uk/government/publications/covid-19-guidance-for-domestic-abuse-safe-accommodation-provision>

**Rough Sleepers and Homeless:**

<https://www.gov.uk/government/news/3-2-million-emergency-support-for-rough-sleepers-during-coronavirus-outbreak>

**Most vulnerable from disease:**

<https://www.gov.uk/government/news/new-adult-social-care-guidance-to-protect-the-most-vulnerable-against-covid-19>

**Visa applicants:**

<https://www.gov.uk/guidance/coronavirus-covid-19-advice-for-uk-visa-applicants-and-temporary-uk-residents>

**Court cases:**

<https://www.gov.uk/guidance/coronavirus-covid-19-courts-and-tribunals-planning-and-preparation>

**Prisons:**

<https://www.gov.uk/guidance/coronavirus-covid-19-and-prisons>

## 4. Which Platforms for distance therapy

There are several different platforms which can be used for video sessions, voice or phone sessions or text based sessions. The table on the next page aims to compare some of the different options in terms of client security and privacy and features which may be useful for online therapy.

Other options also exist including: Regroup Connect, VSee, WebEx, Clocktree which we were unable to find all the data for in time for this publication, but which you might wish to consider.

The information is accurate to the best of our knowledge but please check as platforms settings change and mistakes can be made.

For video sessions, Zoom is one of the most versatile and secure platforms and is free for 1 to 1 sessions. There is a 40minute time limit for Zoom's group sessions unless you purchase a subscription.

#### 4.1. Platform comparison Table

	Phone Call	Zoom	Skype	Microsoft Teams	Google Hangouts	WhatsApp video	Facebook video chat	Doxy	SMS Text Message	Email
Maintains privacy of who is online and when	Y	Y	X/Y Can alter settings	X/Y Only shares within an organisation	Y	X	X	Y	Y	Y
Does not use data shared for marketing cookies	Y	Y	X	??	Y	X	X	X/Y Premium version	Y	? Check provider
End to end encryption	X	Y	X	??	Y	Y	Y	Y	X	? Check provider
Password protected sessions	X	Y	X	X	X	X	X	X	X	X
Allows files to be shared	X	Y If open or cloud based	Y	Y	Y	Limited 16mb	Y	Y	Y Charges and restrictions may apply	Y
Includes a chat feature	X	Y	Y	Y	Y	Y	Y	Y	Y	Y
Includes live voice connection (phone)	Y	Y	Y	X	Y	Y	Y	Y	Y	X
Includes live video connection (video call)	X	Y	Y	Y	Y	Y	Y	Y	X	X
Allows desktop sharing	X	Y	X/Y depends on version	Y	Y	X	Y	Y	X	X
Remote Screen Control Features	X	Y	Y	Y	X	X	X	X	X	X
No session time limit for 1 to 1	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
No session time limit for group	X	X/Y 40min limit on free account.	Y more options in paid plans	Y	Y	Y	Y	Y	X	Y
Whiteboard allows you to doodle	X	Y	X	Y	X/Y Can get add on	X	X	X	X	X
Close caption	X	Y	Y	Y	Y	X	X	X	X	X
Live caption	X	X	Y	Y	Y	X	X	X	X	X

## 4.2. When to offer text based or telephone or internet-based therapy sessions

When deciding whether to offer therapy by phone or internet services you might want to consider:

- The age of the clients (in particular with relation to using online tools). To use their own accounts, clients must be at least:
  - 16 to use WhatsApp
  - 13 to use Facebook
  - 13 to use Skype
  - 13 to use Outlook email
  - 13 to use Gmail
  - Old enough to consent to the legal terms of service for Zoom Video Conferencing.
- Consent from the client and their parent/guardian (for child) or carer (for vulnerable adults). In some cases a parent may consent for the child to use their accounts at an age younger than the minimum age limit – the therapist will have to consider the ethics and consent around this.
- The client’s ability to engage in therapy in this way (any sensory processing issues or the clients comfort using technology)
- The technical requirements to allow the session to take place without interruption.
- The policy and guidance of any organisation you are working for or subcontracted by regarding alternative therapy provision
- The safety and confidentiality issues around this method of therapy (see 4.1).

## 4.3. Considering confidentiality and data protection

Can the client be overheard or observed from the room they are in? If so what effect might this have on the therapy?

What are the data policies for the specific application used? Is the data encrypted? Who owns the data and in what circumstances might this be shared with third parties including the police?

### 4.3.1. Phone Sessions or Video Sessions

When choosing whether to offer phone sessions or video sessions as an alternative to face to face sessions, you need to consider which would be most suitable for the client and sessions.

“If you have instruments you may wish to bring them to your room with you, and you may wish to consider singing. Please bear in mind, though, that music making over the phone can feel more difficult than music making in person, so you may feel you would rather talk for the whole session - if so, that is ok.” (Rizkallah , 2020)

“Explain the difference between phone and online sessions (the latter enable you to see each other and for art making to happen) and give your clients a choice of which they would prefer which may depend on their living circumstances (it may be more difficult to find a safe space for artmaking than to find a private space for a phone conversation)...

You can choose to email an artwork done in advance of the session (this will be the case if doing a phone session) or to do an artwork as part of an online session.” (BAAT, 16.03.2020)

#### 4.3.2. Text or email based sessions

Where a client might be overheard or not have a safe confidential way to do video or phone session, you could offer email based or text message based sessions or chat based sessions. Usually this will be at an assigned therapeutic time.

If you are saving the messages this will be part of the clients file notes.

#### 4.3.3. Video Sessions: Skype or Zoom?

There is some discussion about the suitability of using Skype or Microsoft Teams due to issues of GDPR:

“We simply cannot continue to ignore the obvious. For example, as we will see in much more details below in item 2, it is simply not acceptable for clients to see when you, their therapist, is or is not online, and vice versa, it is not OK for you to see when a client is or is not online. The issue is not limited to Skype, VSee has the same dependence on contacts lists.

What is great and helpful amongst families and friends is simply intolerable for psychotherapists working professionally...

The live chat function on either Skype or Skype for Business does not provide a suitable level of security for the therapeutic use as the text is still available at a later date and could be misused (think about for example a jealous partner using tracking software).” (Association for Counselling and Therapy Online (ACTO), 14.08.2017)

ACTO also raise the issue of cookies and how Skype and Microsoft use these across their products which may also breach GDPR.

Many of the same concerns exist if you consider using WhatsApp Video, Facebook Video or Google Hangouts.

Other advice takes a less black and white approach to the use of Skype and suggest the importance is in clients giving informed consent to the risks:

“I spoke very recently to the Ethics team at BACP who have assured me that as long as we make clear to students that we are using Skype and cannot 100% guarantee security because we are using a third party, and that the students agree to take this (very small) risk, then this is an ethical stance. They were also happy to hear that we have tried to get the students to take responsibility for the security of their communications online with us. They reminded me that the legal requirements for a company (or for us) to give access to internet records, should the police request it in certain extreme circumstances, would obviously mean that we could not offer a complete guarantee of security.” (Oxford Uni counselling service )

Zoom Video Conferencing is recommended as a preferable Video Conferencing software as it has better features to protect client data – chat logs are not automatically stored after a call ends, screen sharing asks for more confirmation about what should be shared, and the platform is less integrated with address books meaning there are less pop up notifications relating to clients and less tracking of who is online and when.

#### 4.3.4. Password Protection or Encryption

If emailing or sending something created by the client before or during the session, encourage the use of password protection or the use of a secure encrypted server such as Egress.

“Please ensure that when artworks are sent, they are password protected by your clients and that storage of artworks sent electronically is also password protected.” (BAAT, 16.03.2020)

#### 4.4. Technical requirements for video therapy

“The bandwidth used by Zoom will be optimised for the best experience based on the participants’ network. It will automatically adjust for 3G, WiFi or Wired environments.

Recommended bandwidth for Meetings and Webinar Panelists:

For 1:1 video calling:

- 600kbps (up/down) for high quality video
- 1.2 Mbps (up/down) for 720p HD video
- Receiving 1080p HD video requires 1.3 Mbps (up/down)
- Sending 1080p HD video requires 2.8 Mbps (up/down)

(kbps - kilobits per second - Mbps - megabits per second)

Please set this up before our initial supervision session and make sure the device you will be using for supervision has up to date security software, is able to support Zoom and the bandwidth required for a stable web meeting.” (Still, 2020)

## 5. Ethics

### 5.1. Clear information

Covid-19 is a rapidly developing global pandemic. Official guidance is changing on a daily basis; sometimes more frequently than that.

It is important to discuss this with clients:

“Many of our clients will feel anxious about their circumstances, including the impact of the pandemic on their therapy. Sharing some information clearly with clients will help contain some of this anxiety” (BAAT, 16.03.2020)

- Be transparent about how you are following current guidance.
- Discuss what may happen if one or both of you needs to self-isolate, or if government policy changes to limit face to face therapeutic interactions. It is likely that this will affect your sessions.
- Inform clients of statutory sources of crisis support where appropriate.
- Ensure clients are aware of official infection control advice.
- There is no indication how long this will last.
- Be clear about what alternative arrangements can be offered (if any) and the practicalities around this (financial and logistical).

- Discuss how you will maintain communication if sessions stop (e.g. if they are isolating for 7 days, how will you contact them towards the end of this time to get a health update and rearrange sessions).

## 5.2. Session times

Where possible, sessions should be arranged to take place at the client's usual time for their regular face to face sessions. In some cases, adjustments may need to be made to find a time when the client is able to have the privacy to make the call from their own home.

Some clients may not be able to do a full session time due to their particular needs. You may offer shorter sessions until face to face can resume.

## 5.3. Session costs

There may be considerations around fair pricing for offering online or phone sessions:

- “Do not charge your clients if you are unable to provide your usual psychotherapeutic support and they do not accept other arrangements you offer...
- Consider the fee arrangements you have in place with your clients and explore whether these still apply in your client's absence and if so, how it may affect your psychotherapeutic relationship with your client.” (UKCP, 2020)

The BAAT and BAMT have recommended offering a reduced rate for sessions:

“Phone and online session will cost the usual rate minus room hire and art materials costs and paid as agreed in the contract.” (BAAT, 16.03.2020)

If you are offering shorter sessions you may need to charge on a pro-rata basis.

Consider how you will charge if technical problems interrupt the session; e.g. the client can not set up their video or the therapist keeps freezing or the session keeps cutting out.

## 5.4. GDPR & Data protection

Register with the General Data Protection register if seeing private clients or if you are the data controller for your own notes (rather than just a processor on behalf of your organisation employer).

Make sure you are following GDPR guidance and consider whether the data you are sharing is being transferred abroad in the therapy transaction and what the legal implications of this might be.

“Anyone working online for any aspect of their work needs to take account of the relevant law concerning data protection. The General Data Protection Regulation and the Data Protection Act 2018 set out the legal requirements for anyone who processes data about people in the UK.” (BACP, 2019, p. 9)

Specifically, is the technology you are using storing information about the sessions in another country? If so what is being stored and is that within the scope of GDPR?

## 5.5. IP Address

It has been suggested that in some cases, you may want to ask for the client's IP address so that you can record this if there is a Safeguarding referral as this helps to record the clients location at the time of the disclosure. This is sensitive data and must be processed according to GDPR rules with

informed consent obtained. If this data falls into the wrong hands during a data-breach, then you could be putting your client at risk of being hacked or you could be breaking client confidentiality. If you choose to collect the IP address it is your responsibility to make sure you are processing this information securely at all times and that the data controller has registered this with the ICO.

Furthermore, the precise location given by an IP address may not be accurate, particularly if a client is based in a block of flats or apartment complex. Address spoofing allows people to pretend to be using the internet at another location so even if the IP address points to one house this is not a guarantee that the client is currently in that house. It may be more reliable and safer to ask the client for an address and / or home phone number as it is easier for emergency services to locate a client with this information in case of emergency disclosure.

### 5.6. International sessions

If offering sessions internationally, it is important to ensure that your qualification is recognised by and you are licenced to practice in both the country you are operating from and the country your client is based in. It is also important to ensure your insurance will cover you to deliver the online therapy internationally.

If the client is based in America you would need to have permission for the specific State. Please check local guidance.

This would also apply if your usually British based client were calling you from abroad.

“The law differs between countries. When working face to face the applicable law is determined by where the work takes place.

When working online it is possible for the practitioner and client to be located in different legal systems and subject to different laws. This creates uncertainty about which legal system applies. One way of reducing the uncertainty is to explicitly state in the contract that the work is being undertaken in accordance with the laws of the practitioner’s own country and any disputes will be subject to that country’s law. This reduces the degree of uncertainty but does not eliminate it all together. Any contractual disputes would usually be considered in the legal system that applies to the practitioner, provided that this has been included in the contract between practitioner and client. However, any allegations of civil wrongs or crime by the practitioner could still be considered in the legal system that applies to the client’s location. Good practice when working with clients from other countries is to establish their location and to be familiar with the legal requirements that might apply to the work, particularly with regard to civil wrongs including negligence and breach of confidentiality or privacy. Similarly, it is wise to be familiar with any major differences in criminal law. For example, the law in some countries and most states in the USA restricts the right to practise as a counsellor or psychologist. The practitioner would have to meet the local professional requirements to be legally compliant. The protection of the title ‘psychotherapist’ is more variable but may be restricted to medically qualified practitioners in some countries. Offering services as counsellor, psychologist or psychotherapist in these locations without the appropriate licence or legal authorisation may be a civil wrong and/or criminal offence.” (BACP, 2019, pp. 10-11)

### 5.7. Reducing isolation

People need human connections to maintain their mental health; the isolation of Covid-19 could have a profound impact on some clients.

- “make sure that you keep in touch with friends and family over the phone or through social media
- think about things you can do during your time at home. People who have successfully completed a period of staying at home have kept themselves busy with activities such as cooking, reading, online learning and watching films
- when you are feeling better, remember that physical exercise can be good for your wellbeing. Look for online classes or courses to help you take light exercise in your home” (Public Health England, 12.03.2020)

## 6. Prevention of infection for face to face.

It is important that dramatherapists take steps to prevent infection if they are still doing essential service Face to Face sessions or if they return to face to face when the lockdown guidance is relaxed.

### 6.1. Hand Washing

Where face to face sessions continue, please ensure you are following official hand washing advice, using soap and water for 20 seconds or where this is not available, using an alcohol based gel and ensuring this has dried.

It is recommended hands should be washed at the start and at the end of every session.

### 6.2. Stay at home

The current guidance is “Stay at home”. Only leave the house if:

- You are a key worker
- You are getting essential supplies of food or medicine on an infrequent basis
- You are taking an hour a day of exercise and social distancing from others.

<https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>

### 6.3. Self-Isolation

If at some stage the lockdown is lifted and we return to self-isolation if and when symptoms appear, it may return to this guidance:

If someone is unwell with any of the symptoms of Covid-19, the official advice is to self-isolate. Self-isolation involves staying at home and not receiving visitors other than people who are dropping off supplies.

“Stay at home for 7 days if you have either:

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly

Do not go to a GP surgery, pharmacy or hospital.

You do not need to contact 111 to tell them you're staying at home.

Testing for coronavirus is not needed if you're staying at home.” (NHS, 13.03.2020)

“if you have symptoms of coronavirus infection (COVID-19), however mild, do not leave your home for 7 days from when your symptoms started... Do not invite or allow social visitors, such as friends and family, to enter your home. If you want to speak to someone who is not a member of your household, use the phone or social media...

You should remain at home until 7 days after the onset of your symptoms. After 7 days, if you feel better and no longer have a high temperature, you can return to your normal routine. If you have not had any signs of improvement and have not already sought medical advice, contact NHS 111 online. If you have no internet access, call NHS 111.

Coughing may persist for several weeks in some people, despite the coronavirus infection having cleared. A persistent cough alone does not mean you must continue to self-isolate for more than 7 days.” (Public Health England, 12.03.2020)

More recent advice includes self isolating if anyone one in your household has symptoms:

“The new guidance will set out that individuals will still be asked to self-isolate for 7 days from the onset of COVID-19 symptoms but any individuals in the household will now be asked to self-isolate for 14 days from that moment as well.

If other members of your household develop symptoms, however mild, at any time during the 14 days, they must not leave the home for 7 days from when symptoms started.” (Department of Health and Social Care; Public Health England, 17.03.2020)

## 6.4. Social Distancing

You are strongly advised not to have any physical contact with others (including hand shaking) and to maintain a distance of at least 2m from others at all time. If someone in your home has symptoms, try to isolate from them within the home where possible.

### 6.1. Shielding the vulnerable

The most vulnerable, including people with some underlying health problems, are being asked to self-isolate for 12 weeks. Ensure social distancing is strictly followed for this group.

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

<https://www.gov.uk/government/publications/covid-19-ethical-framework-for-adult-social-care>

### 6.2. Therapist sickness or absence or death

What usual arrangements are in place for a therapist sickness? Are there alternative therapists or colleagues who can offer sessions in your absence? Make use of all current arrangements for sickness cover where this is possible.

### 6.3. Therapist death – clinical will and executor

If you have not done so already, please consider creating a clinical will which sets out what should happen to your notes in the event of your death and assigning an executor of that will. This is particularly relevant if you are in private practise. The clinical will should identify who your clinical supervisor is or another therapist who can inform your clients if you are critically ill or pass away.

You may also assign a therapist who could take over some or all of your case load in a worst case scenario. The clinical will should also set out what will happen to your notes; will they be passed to another therapist or will they be destroyed (you clients should be aware of this in their contracts with you); it is usual for confidential information to be destroyed. The clinical will should also cover your online therapy presence on any websites or social media accounts; should those be deleted or maintained until they expire? Should an update be added about your situation?

See [BADth guidance](#).

#### 6.4. Continuing Group Sessions?

You are not advised to continue in person group sessions at this time.

Our colleagues at BAAT suggest “holding sessions”:

“As many of our clients have complex health conditions, BAAT does not recommend continuing group sessions at the time of this guideline. If working with children in groups, it is often difficult to ensure that even with handwashing before and after the session, contamination from runny noses, etc, will be not be spread onto art materials and other surfaces.

We therefore recommend providing holding sessions for group members, in the same way as you would do if putting a group together for the first time and waiting to have enough clients to start. These holding sessions can be done by phone or online and are usually no longer than 10 to 15 minutes long, weekly or fortnightly depending on the group setting and the client group.

We suggest they include a short information update from you (see item 1) and a space for the clients to give you some update on how they are doing. If you have any serious concerns about their safety and wellbeing, you may have to put in place a Safeguarding procedure. However, holding sessions have been an excellent way to make clients feel held in mind, cared for and contained until resumption of therapy as normal.

Holding sessions are charged on a pro rata basis of the individual fee recommended by BAAT (£50 to £70 per hour, so £12.50 to £17.50 for 15 minutes) and if working as self-employed within an organisation, they should be informed that you are following your professional body’s advice to ensure their clients’ health and wellbeing until resumption of normal services and that you will be invoicing accordingly.” (BAAT, 16.03.2020)

#### 6.5. Disinfecting equipment

Any equipment used within sessions may need to be disinfected or washed between sessions, particularly if used between clients.

“Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.” (Public Health England, 16.03.2020)

Our friends in BAAT give this specific guidance for art supplies:

“• Providing each client with their own pack of art materials (including a selection of paper) so these are not shared out.

- Ensuring that if clay is used, it is prepared in individual portions rather than taken by hand from a bag.
- Disinfecting equipment and other surfaces between sessions” (BAAT, 16.03.2020)

Where fabric resources are used such as costumes or den making, consider more frequent laundry cycles where possible.

“Do not shake dirty laundry; this minimises the possibility of dispersing virus through the air.

Wash items as appropriate in accordance with the manufacturer’s instructions. Dirty laundry that has been in contact with an ill person can be washed with other people’s items.

If you do not have a washing machine, wait a further 72 hours after your 7-day isolation period has ended before taking your laundry to a laundrette.” (Public Health England, 12.03.2020)

## 7. Financial considerations re loss of income.

Many dramatherapists may find their incomes reduced due to loss of client sessions during this time.

The government has offered the following advice:

### 7.1. BADth Hardship Loans

The BADth Executive has decided to offer Interest Free Hardship Loans for BADth members. The loans are for £1000.00 and are to be paid back over a specified limited period consisting of 10 repayments. There will be a two month payment holiday at the beginning of the loan. The time frame is due to regulations about organisations offering loans.

If any member is interested in discussing the possibility of a loan please email in confidence, John Hazlett Dickinson, Chair of BADth at [chair@badth.org.uk](mailto:chair@badth.org.uk)

The loans are offered at the discretion of the Chair and Vice Chair. They are designed for those members who find themselves in hardship at this very difficult time. The process is entirely confidential and if a loan is offered, there will be a formal agreement, managed by BADth's Bookkeeper, Sarah Corcoran.

With All Good Wishes

The BADth Executive

### 7.2. “Sick pay

Will my employer be obliged to pay me while I stay at home?

Statutory Sick Pay will be paid from day 1 instead of day 4 for those affected by coronavirus.

### 7.3. What about if I have a zero hours contract?

You may be entitled to Statutory Sick Pay. Check with your employer if you’re unsure.

If you’re not entitled to Statutory Sick Pay, you may be able to apply for Universal Credit or Employment and Support Allowance (ESA).

### 7.4. What about if I’m self-employed?

You can apply for Universal Credit.” (Department for Business, Energy and Industrial Strategy, 10.03.2020)

#### 7.5. Income tax arrangements

“A dedicated helpline has been set up to help businesses and self-employed individuals in financial distress and with outstanding tax liabilities receive support with their tax affairs. Through this, businesses may be able to agree a bespoke Time to Pay arrangement. If you are concerned about being able to pay your tax due to COVID-19, call HMRC’s dedicated helpline on 0800 0159 559.

There will be a £3,000 cash grant to 700,000 of our smallest businesses, delivered by Local Authorities, and worth a total of £2 billion.” (Department for Business, Energy & Industrial Strategy; Department of Health and Social Care; Public Health England, 17.03.2020)

This is the advice published by our friends at BAMT:

#### 7.6. “Salaried workers:

Please check your contracts for what sick leave entitlement you have

All employees will also be able to claim Statutory Sick Pay – more information can be found at <https://www.gov.uk/statutory-sick-pay> .

You can get £94.25 per week Statutory Sick Pay (SSP) if you’re too ill to work. It’s paid by your employer for up to 28 weeks.

If you are [self-isolating because of coronavirus \(COVID-19\)](#), you can claim SSP. You must be eligible for SSP.

You need to [qualify for SSP](#) and have been off work sick for 4 or more days in a row (including non-working days).

You cannot get less than the statutory amount. You can get more if your company has a sick pay scheme (or ‘occupational scheme’) - check your employment contract.

#### 7.7. Self- Employed Workers

If you are not entitled to claim SSP then you maybe able to claim Employment and Support Allowance – more information can be found at <https://www.gov.uk/employment-support-allowance>

You can apply for Employment and Support Allowance (ESA) if you have a disability or health condition that affects how much you can work.

ESA gives you:

- money to help with living costs if you’re unable to work
- support to get back into work if you’re able to

You can apply for ESA if you’re employed, self-employed or unemployed.” (Langford, 2020)

#### 7.8. Government guidance:

<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-uk-businesses>

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-individuals-and-businesses-in-scotland>

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-individuals-and-businesses-in-wales>

<https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses>

<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-business-support-grant-funding>

<https://www.gov.uk/government/news/government-confirms-500-million-hardship-fund-will-provide-council-tax-relief-for-vulnerable-households>

## 8. Contract examples:

These example contracts have kindly been provided by dramatherapists Katie Still, Marta Paglioni and Barry Brosnan. Thank you all for sharing you forms.

### 8.1. Addendum to the Informed Consent Form v.3 dated 20/11/2020

## *The Cosy Room Dramatherapy*

### **Addendum to the Informed Consent Form v.3 dated 20/11/2020**

Therapy Contract between:

Client.....

And

Marta Paglioni (Dramatherapist registered with HCPC and full member of BADth)

Due to the government guidelines in relation to Covid19 global pandemic emergency, X and Marta cannot meet in person for the next future. Until it will be appropriate to do so the sessions will take place remotely using the online platform ZOOM. By using it X and Marta will be able to see each other and talk, share screens and engage in some creative expressive activities online.

Zoom is an encrypted program and ensure high level of data security. It is GDPR compliant.

Marta guarantees the same level of confidentiality and ethical rigour outlined in the privacy statement v.1 dated 20/11/2019 and in the Informed Consent Form V.3 dated 20/11/2019 which you already signed.

Please, be aware that it is your responsibility now to ensure that when you have your online Dramatherapy sessions you are in a safe and confidential space and that the device you use has the appropriate antivirus activated.

Also be aware that Marta will never engage online with you outside of the agreed time and modality of the therapy sessions.

Should the internet connection fail during the session Marta will contact you via email or text you on your designated mobile phone and will give you indications on how to sort out the problem.

Please write here the email address you wish to be contacted on during the Zoom session:

.....

Please, write here the mobile phone number you wish to be contacted on during the sessions:.....

If this does not address the internet connection issues, the session can be continued over the phone, in which case Marta will contact you on the above designated mobile number.

By signing this Informed Consent Form you are agreeing to receive ongoing weekly online Dramatherapy sessions through the internet audio/video conferencing and white board.

Zoom will be the application of choice.

You are also declaring that you are the owner of the device you will use to have online sessions and owner of the Zoom account you will use.

All the other agreements included in our original Dramatherapy contract remain valid.

Date:

Dramatherapist: Marta Paglioni

Signature Dramatherapist.....

Client:

Signature Client.....

## 8.2. Addendum to the Informed Consent Form for parents

### *The Cosy Room Dramatherapy*

**Addendum to the Informed Consent Form for parents v.2 dated 11/11/2019**

**and Dramatherapy terms and conditions for parents v.2 dated 11/11/2019**

Therapy Contract between:

Client parent.....Y.....

And

Marta Paglioni (Dramatherapist registered with HCPC and full member of BADth)

Due to the government guidelines in relation to Covid19 global pandemic emergency, X and Marta cannot meet in person for the next future. Until it will be appropriate to do so the sessions will take place remotely using the online platform ZOOM. By using it X and Marta will be able to see each other and talk, share screens and engage in some creative expressive activities online.

Zoom is an encrypted program and ensure high level of data security. It is GDPR compliant.

Marta guarantees the same level of confidentiality and ethical rigour outlined in the Informed Consent Form for parents v.2 dated 11/11/2019 and Dramatherapy terms and conditions for parents v.2 dated 11/11/2019 which you already signed.

Please, be aware that it is your responsibility now to ensure that when X has their online Dramatherapy sessions they are in a safe and confidential space and that the device they use has the appropriate antivirus activated. Parental control on the device is also your responsibility and Marta declines any responsibility on any different use X might make of your device and the internet.

Also, be aware that Marta will never engage online with X outside of the agreed time and modality of the therapy sessions.

For online Dramatherapy sessions to take place you or a designated trusted adult of your choice will need to show up on the screen at the beginning and end of every session and also be present in the house –in a different room- along the duration of the session.

You also need to be available by phone during the whole session should Marta need to communicate urgently with you.

If you think that you will not present in the house but a designated trusted adult will be, please write here their name and telephone number: .....

.....

Also write here the designated telephone number I can contact you on should I need to do so during the session:.....

Should the internet connection fail during the session Marta will contact X via text message on a designated mobile phone and will give them indications on how to sort out the problem.

Please, write here the mobile phone number you wish X to be contacted on during the sessions:.....

If this does not address the internet connection issues, the session can be continued over the phone, in which case Marta will contact X on the above designated mobile number.

By signing this Informed Consent Form you are agreeing for X receive ongoing weekly online Dramatherapy sessions through the internet audio/video conferencing and white board.

Zoom will be the application of choice.

You are also declaring that you are the owner of the device X will use to have online sessions and owner of the Zoom account they will use.

All the other agreements included in our original Dramatherapy contract remain valid.

Date:

Dramatherapist: Marta Paglioni

Signature Dramatherapist.....

Client:

Signature Client.....

### 8.3. Recommended wording for video therapy contracting with clients:

“Choose a room that is private for the online supervision to take place in, away from distractions and interruptions so you can get the most out of the session and to adhere to confidentiality guidelines. Using headphones aids confidentiality. Use Wifi that is secure (password protected).

I will email you a meeting code and password before the session. Should you not receive the code please email or text me and I will re-send the information.

Once you have the code and password launch Zoom. At the agreed supervision time press Join and enter the code/password. The meeting will then begin with audio and video link.

Turning off Wifi from any other devices using the same Wifi source as the supervision meeting, including mobile phones, just before the session starts can enhance the internet connection. Shutting down anything that may be using the internet in the background of the device you are using for supervision before the session starts can also aid internet connection and stability.

Should the internet connection fail I will contact you via email (if you can access email via your mobile phone) or text you on your designated mobile phone and suggest the following:

- 1) We come out of the Zoom meeting. Close down Zoom and re-open. I will send a new code/password and start a new meeting.
- 2) If this does not address the internet connection issues we can continue over the phone, in which case I will call you on your designated phone number.

Supervisee designated phone number:.....” (Still, 2020)

### 8.4. Method of Supervision

“

- Supervision using Synchronous (Real Time) Technologies
- Text/Audio/Whiteboard/Video Web Conferencing/
- The supervision occurs via the internet using a mixed medium of text, audio, whiteboard in real time conversation.
- Supervision using Asynchronous (Time Delayed) Technologies
- Email
- The supervision will also utilise e-mail exchanges to received process notes and supporting media attachments from supervisee when appropriate (e.g. still or moving images) prior to session. E-mail will also be utilised for administration (planning and scheduling of sessions, cancellation etc) to complement scheduled synchronous sessions.

I agree to provide online supervision through the use of e-mail and internet audio/video conferencing and white board as and when appropriate. Zoom will be the application of choice.

We will agree and make arrangement on the number of online supervision sessions that you would like to contract at any given period. This will be reviewed regularly.

The synchronous audio/video conference session will last the duration of 1 hour.” (Still, Arrangement for Online Supervision, 2020)

## 8.5. Remote Dramatherapy guidance for Primary Schools

### **Guidelines for online dramatherapy at.....:**

Special measures are being put in place to ensure the mental wellbeing of those young people who were already participating in a dramatherapeutic process at.....

The mental wellbeing is of the upmost importance and so because of the recent steps taken by government to close all schools down for an indefinite period of time resulting in the suspension of dramatherapy, alternative provisions shall be provided to maintain and support the mental wellbeing of those who were already within a therapeutic process.

The following guidelines outline the steps taken to ensure safeguarding and safety for both the young person and the dramatherapist when working remotely.

- Online face-to-face video dramatherapy shall be offered. This is not seen as a replacement to the normal face-to-face contact but because of recent developments is seen as an alternative option.
- A new agreement shall be made between the dramatherapist and the child’s parent/carer. This shall run from when the online dramatherapy begins and shall cease at the end of the academic school year/ when the school reopens and the child returns to school / if the child returns to school at a different time, whichever comes first.
- If schools reopen before the academic year is finished, the original agreement shall continue.
- Given the circumstances and the nature of COVID-19, it is possible that the child or the dramatherapist could become ill, if this happens, that person shall let the other know and the dramatherapy process shall be paused and will only continue when that person is feeling able to continue online dramatherapy.

### **The child at home:**

- Dramatherapy can only happen online if there is parent/carer consent
- The device that the child will use may well be the parent/carers own device, if the child is using an adults device, the adult shall turn off notifications and close all other tabs, leaving just the video stream to communicate with the dramatherapist.
- Depending on the child’s ability working with computers, the adult may have to support the child in setting up the video call for dramatherapy, this can be done until the child feels comfortable starting the session by themselves.
- The child shall have a secure room in their house, not their bedroom, that they will be able to work uninterrupted for the duration of the session with as much privacy as possible within the household. Headphones can further aid confidentiality.
- If possible it should be the same room for each session and to have some space to move freely if this is achievable.
- The adult shall ensure that the space the child is using for their dramatherapy is safe.
- The adult may support the child in having a secure private storage facility to hold any work that is created in the sessions (a box, envelope, tray, draw etc.) This work should remain

confidential as far as the child wishes and should only be shared with the child's consent. Work should not be shared until after the online dramatherapy process has concluded.

- Any work created on the computer shall be stored securely by the dramatherapist in a password-protected folder.
- The adult shall provide where possible basic equipment, mainly paper and coloured pens.
- Sessions shall run for up to 1 hour.
- With consultation with the child's teacher, the dramatherapy session shall be included within the child's home timetable of the day.
- The session shall run weekly at the same time.

#### **Working Online:**

- The platform chosen for this is the online website and App, Zoom.
- Zoom is recognised as a secure platform for video calling and is seen by many as appropriate to use for online therapy and counselling.
- Zoom offers end-to-end encryption for further security.
- Working online will always bring an extra element of risk, precautions have been taken to ensure this is minimised where possible.
- Contact via email shall happen 5 minutes before the session is due to start.
- To begin a session the dramatherapist will send a meeting code and password, this shall be done via email, if it is the parents or the child's email, this again should be a secure and password protected email account.
- Once you have the code and password launch Zoom. At the agreed session time, press join and enter the code/password. The meeting will then begin with audio and video link.
- The WiFi should be secure and password protected
- To use Zoom, you do not need to sign up to it but in some cases you may have to download some software to use the service.
- Make sure that whatever device the child is using that the security software is up to date.
- If, for any reason, the connection shall be disrupted and cut off, the adult may support the child in getting back online.
- Should the internet connection fail the dramatherapist will contact you via email, text or call on your designated mobile phone and suggest the following:
  - 1) We come out of the Zoom meeting. Close down Zoom and re-open. The dramatherapist will send a new code/password and start a new meeting.
  - 2) If this does not address the internet connection issues we can continue over the phone, in which case the dramatherapist will call you on your designated phone number.

#### **Safeguarding:**

- Safeguarding protocol shall run the same as face-to-face sessions in school. If there is a safeguarding concern, the safeguarding officers at .....shall be notified and the appropriate steps taken

Following these guidelines shall allow the child to work safely and securely online while ensuring that the therapeutic process is valued and respected. They will also allow the child to fulfil the potential value of dramatherapy

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