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# **Guidelines for working online**



These guidelines, which are for use when working online, are supplementary to the Therapy Agreement.

1. I suggest we use a video platform which is encrypted for confidentiality, such as Zoom. My WiFi is password protected, which I suggest you also use.
2. Generally the connection is better when any other unnecessary applications are closed.
3. I will be in my home therapy room. Please ensure that you have a comfortable private space where you cannot be overheard. If there are others at home, please let them know not to disturb you during our session. If you want to maintain your privacy from other people in your environment, please ensure you have closed all Internet pages that relate to our session.
4. You agree that interruptions may happen during our sessions online and that we both will be active in trying to minimize this. If our session is interrupted abruptly, this will never be because I will have hung up on you. If our session is affected by technology problems that impact our ability to communicate, I will try to reconnect with you. If we can't reconnect then I will ring you from a private number and we will continue by telephone.
5. Boundaries remain the same as outlined in the Therapy Agreement. We will meet for 50 minutes, endeavouring to start on time and end promptly. Please ensure you are appropriately dressed for the session. If you need to end earlier it is important to communicate what is going on for you – please don't leave a session without explanation.

6. I encourage you to use headphones or earphones. This keeps the content of our sessions private, improves sound quality and minimises distractions.
7. Make sure your device is fully charged or have a charger handy.
8. Please close other applications and browser windows on your device, and put your phone on silent or turn it off, just as we do in person.
9. You are welcome to bring water or a cup of tea or coffee with you to the session. Please avoid alcohol and drugs prior to and during the session.
10. Your pet is welcome to join you; however, it is important to be aware that this could be distracting for either or both of us.
11. Give yourself time after the session to process what we discussed before rejoining your family, working or making other calls.
12. Confidentiality is also similar to face to face work, with the added proviso that I will not record any of our sessions and I expect you not to record the session or have others in the room with you (unless this is explicitly agreed with me).
13. In case of risk, I will need to know where you are during our session (ie at home or at work).
14. I have professional and civil liability insurance which covers me working both face to face or online.