



Client Online Session Guidelines

Please review the following expectations and guidelines so that we may provide you with a secure, confidential and meaningful therapy experience.

- Check your Wifi and login link before the start of your session to the platform you and your therapist agreed to use.
- Ensure that you have the above video application downloaded on your computer or phone before the start time of your appointment.
- If you are unsure whether you can access the online session, please plan to arrive 5 minutes early so that technology issues are not disruptive to session time.
- It is recommended to wear earbuds or headphones to ensure confidentiality.
- Participate in sessions from a private, quiet space (to the extent possible). Please ensure that you are not in a “high traffic” area where others in the home will be walking through the room during your session.
- If you have to be in your bedroom, you must be fully clothed and you cannot participate in a session from your bed. Please sit on the floor, in a chair, at a desk, etc.
- If you are using a virtual background, please ensure that it does not include any triggering or inappropriate content like alcohol, drugs or violence.
- Camera ON is the preferred level of participation for your session. If your camera is off, you must be responsive to therapist questions and prompts verbally to confirm that you are in fact present. If your camera is off and you do not respond, you will be removed from the session.
- You may mute yourself when you are not speaking. Please be mindful of background noises that may be disruptive and use the mute button as needed.
- Remain “present,” and do not walk around your room or home during your session.
- If you have connectivity issues and get dropped from the session, please notify your therapist via phone or email at the time of occurrence so we can troubleshoot with you.
- Appropriate behavior is expected. Therapists reserve the right to put a client on hold and/or end the session if you are not responsive to prompts to adjust behavior and meet expectations.