



## Teletherapy

As the world responds to the outbreak of COVID-19, we want to continue to support you and your family through music and art, but from a safe distance. We are now offering the option to continue music or art therapy remotely. Here are a few things to keep in mind if you'd like to give it a try.

### **Are tele-sessions right for you?**

- In considering whether tele-sessions are the right option, we first want to think about whether we can address current goals and continue to make progress toward those goals.
- We also want to consider whether the client has the cognitive/visual/auditory ability to engage with a video-based session.
- Note that rates do not change for these sessions; due to the increased planning and online maintenance involved, we have chosen to keep rates consistent with in-person sessions.
- Our therapists are happy to make a plan with you and talk about how to adapt to an online environment. We want to work together to make sure we can continue to have successful and productive sessions.

### **Here are some other considerations before getting started:**

#### **Do you and your family have access to the technology you would need?**

We will be using Google Meet, which is fully HIPAA compliant and accessible to those even without a Google email. When you receive an email invitation for a tele-session, you will receive a unique link that will direct you to the video chat platform. You will be able to see who else is invited. However, to protect confidentiality, please do not share your link with anyone.

#### **For Meet video meetings, you need:**

1. A broadband connection to the internet.
2. A built-in web camera or external USB camera.

Note: Other devices, such as virtual cameras, might not work with Meet

3. 2.2 GHz Intel 2nd-generation i3/i5/i7, AMD equivalent or better, processor to support HD video.

Google Meet supports the current version and the 2 previous major releases of these operating systems:

- Apple macOS
- Microsoft Windows
- Chrome OS
- Ubuntu and other Debian-based Linux distributions

Meet works with the current version of the browsers listed below:

- Chrome Browser. [Download the latest version](#)
- Mozilla Firefox. [Download the latest version](#)
- Microsoft Edge. [Download the latest version](#)
- Apple Safari.

Meet has limited support in Microsoft Internet Explorer 11, Microsoft Edge provides a better Meet experience. If you want to use Internet Explorer for Hangouts, you need to install a plugin for Meet. Download and install the latest version of the [Google Video Support plugin](#).

Tip: If your browser doesn't support Meet video meetings, you can dial in using the phone number and PIN, if provided by the meeting organizer.

Before you start using Meet, you need to allow access to your computer's camera and microphone.

### **Change the setting to allow access**

If you aren't asked to allow access or if you blocked access before, you can change your settings.

1. At the top right, click Camera blocked.
2. Click Always allow <https://plus.google.com> to access your camera and microphone.
3. Click Done. The video meeting automatically connects. If you don't see the meeting reload, exit and re-enter the meeting.

### **Do you or your family have access to at least some instruments/art materials for the video sessions?**

Pots, pans, and spice shakers make great instruments in a pinch!

**Would you have the privacy you would need for the session?**

We are continuing to protect your privacy by holding all remote sessions in a private room with a closed door and a white noise machine. For your remote session, we recommend finding a private room as well.

If you have a white noise machine, that can help ensure all conversations are confidential and can't be heard from another room. Running a fan can also work well! Using headphones can also help with confidentiality, and even improve overall sound quality.

**If needed, would the client have someone who could provide support during the session?**

Does the client have a support person available to help with holding instruments, redirecting to the screen, moving the screen, and setting up the call?