

## My Video Sessions – a Contract Between Clinician and Young Person

To help make the most of your video sessions, this contract can help us agree ways we can both make sure we are doing what we can to make the sessions as effective as possible.

As your clinician, I will:

- Make sure I provide a completely private space at my end so everything we speak about remains between us, just as it would in a room at the clinic
- Check I am doing all the points on the checklist called 'how to have the best video call experience' (see next page)
- Provide the same quality of treatment via video that you would receive in person to the best of my ability
- Regularly check with you how you are finding the video sessions, and whether we can do anything to improve them for you
- If you become very distressed in a session, we agree the next steps we will take are:

*<Suggestions: contact your parent to let them know you might need support / check in by phone later in the day / follow steps on my risk plan / end session and agree to meet as normal for our next session>*

As the young person, I will:

- Make sure I am in the most private and comfortable place available to me for each session. I will ask my family to support me in doing this as required.

Things that I will do are:

*<Suggestions: be ready 5 minutes before the session start time / choose the place in the house that is quiet and no-one will disturb me / sit in a chair so it feels like it would at the clinic / set an alarm on my phone to go off 15 minutes before each session>*

Things that my parents or family will do are:

*<Suggestions: join me in the session / turn off mobile phones / be available to be brought into the session / leave me alone and in private for the session / remind me about the time of the session the night before or the morning of it>*

- Before the session, make sure I have everything I need with me: my workbook, a pen, a drink if you wish, a charger for computer/tablet/phone that you are using.
- Check I am doing all the points on the checklist called 'how to have the best video call experience' (see next page).
- Tell my clinician if I am finding it difficult to share thoughts, feelings or other information with them over the video link.
- Tell my clinician if I am not fully understanding things they say over the video link.

Contract agreed and signed on date ..... by:

Young person:

Clinician:

### *How to have the best video call experience*

- Check your chosen room has a good internet connection. Preferably plug in an ethernet cable as this provides the most stable connection (link on how do this below).
- Decide what computing device you will use to have your video call. A desktop, laptop or tablet is better than a mobile phone because you can plug it into an ethernet cable and it will have a larger screen for sharing/viewing documents.
- If you have them, locate a headset or earbuds with an attached microphone and have them ready. This will provide better audio and reduce background noise.
- Adjust lighting and angle of your camera (if using). Make sure your face, head and shoulders can be clearly seen by the camera. Do not have a window or strong light source behind you as your face will be in shadow.
- Close open tabs on Google, Explorer, Safari or Firefox as they can breach your privacy and slow internet.
- Close all unnecessary applications, especially ones like Skype (if not using) or apps that update and connect to the internet in the background. These will use up memory and hog the internet bandwidth. Your video call quality may suffer as a result (link below on how to do this)
- Turn off audible and visual notifications on your computer and mobile phone.
- Check there is sufficient battery power or that you are plugged in.

Agree a Plan B if the internet connection is lost

INSERT PLAN

#### Online Manuals

How to use an ethernet cable: <https://www.wikihow.tech/Connect-an-Ethernet-Cable-to-a->

#### Laptop

How to close background programmes: Windows 7/8/Vista/10 (<https://www.wikihow.com/Close-Apps-in-Windows-10>) Follow step number 4 Apple/Mac (<https://support.apple.com/en-us/HT201276>)

Setting up Microsoft Teams: <https://www.onmsft.com/how-to/no-teams-no-problem-heres-how-to-join-meetings-as-a-guest-in-teams>

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