

# Terms and conditions of your online therapy

This therapy agreement is between:

<b>Parents/Carers</b>	
<b>School</b>	
<b>The therapist</b>	Lesley Simpson-Gray

## **Privacy and confidentiality:**

The content of each 50-minute therapy session is strictly confidential. I can only discuss your child's progress using general themes. Throughout the session, I maintain my usual duty of care to children to follow safeguarding procedures; so I'll let a professional know if I feel concerned for their safety. **Details of my safeguarding policy can be found on my website: [www.lesleysimpson-gray.com](http://www.lesleysimpson-gray.com)**

It is important that you support your child to have privacy during their session. This might include having headphones or alternative activities available for yourself. We will review this on a regular basis as outlined in your therapy proposal.

## **Helping your child/young person prepare for their online session:**

**It is important that there is an adult available, who can be contacted by phone at any time during the session.**

- Help your child/young person to choose a private, quiet space that they will use for sessions. Their bedroom is fine, or somewhere that is away from shared spaces eg. the kitchen, lounge, garden.
- Please ensure that smart speakers are switched off and unless we agree otherwise, children/young people should not have their personal devices available or switched on,
- Please set up the therapy device so that they are ready for their session. This includes checking that the camera, microphone, keyboard and mouse are working and that there is sufficient power/ charge on the device.
- If you have a stand available for their device, please encourage your child to use it so that their hands are free and they can focus on talking / playing.

- At the beginning of the session, I will ask your child/young person to say goodbye to anyone else who might be around in person or online. Please can you close doors, and ask others in the house to respect your child's privacy.
- If your child/young person leaves the room before the end of the session I'll call the available adult to check that they would like to end the session and that the device has been given back to you. Alternatively, we can agree on a start and end for the session that works for you and your child/young person.

### **When children refuse to attend their session.**

Children/young people need to feel empowered to let me know their feelings and to know the difference between their therapeutic relationship with me, and the expectations of other adults in their lives. Despite appearances, missed sessions are never 'wasted' and there is plenty of very important work that still happens, sometimes as a result of their non-attendance. I will still be available for their entire session in case they change their mind. I'm also happy to use the time to check in with you.

Children/young people need to rely on my promise to give them my consistent and unconditional attention during their allocated time. If absence becomes a problem, we discuss things with everyone involved, so that issues can be acknowledge and resolved. If changes cannot be accommodated, we can plan together to have a meaningful ending to the work.

**Online platforms, applications and resources** have been carefully selected and tested to ensure that they are appropriate for your child/young person, and their age. Please visit my website to see the type and range of activities available and sign and complete the document on using video games in therapy. Information on interventions and online activities is provided as a guide and may be changed without notice.

I use Telegram to share therapy images, messages and short videos to your child/young person between sessions and they are welcome to share images that they would like to include in their session. I will seek parental permission before requesting or using a personal email address or phone number for your child / young person.

Further information about privacy and how I keep data safe across all of the applications I use online can be found in my privacy policy on my website.

### **Data Security:**

Parents will be required to ensure that sufficient provision is made to protect passwords and sensitive information on the device their child uses for the session. Parents should also ensure that during the session, children / young

people cannot access personal or private information which does not belong to them. If I feel concerned that your child/young person has access to information that is unsuitable for their therapy, I will pause the session immediately, and check with their available adult before we continue or reschedule the session. It may be necessary to agree parental controls and settings for particular games and activities. This will be discussed in advance of the session.

### **Cancellations and disruptions:**

I monitor texts, emails and voicemails on weekdays between 06:00 – 20:00; this is the best way for parents to inform me in advance when a child cannot attend their session.

Therapy sessions are carefully scheduled which means I am not always in a position to reallocate cancelled sessions to other children.

I charge my standard fee (£65.00) for each and all agreed sessions outlined in your proposal, including sessions where I do not receive prior notice of absence or if I am unable to see your child. My fee is reduced to 50% where I receive a minimum of 2 hours' notice of a child/young person's absence. My reduced fee does not apply where the therapy is terminated prematurely without discussion or agreement. In this case my full fee applies for all of the agreed sessions.

If we experience a disruption or disconnection to the internet connection, we will attempt to re-connect. If this cannot be achieved within 10 minutes, we will reschedule the session.

**This programme of therapy is subject to satisfactory checks on ID, DBS, insurance and the necessary procedures and protocols for practitioners providing an external service to children**

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**I agree to programme of treatment outlined in the therapy proposal, and to the above terms and conditions:**

**Parent/carer name:** \_\_\_\_\_

**Professional /  
Headteacher:** \_\_\_\_\_

**Lesley Simpson-Gray:** \_\_\_\_\_

**Date:** \_\_\_\_\_