

Using Zoom for working with clients (one to one)

Zoom is free to use:

- Meetings with 2 people have no time limit
- Meetings with more people are restricted to 40 minutes.
- If you want longer meetings or with multiple participants, you need to pay for a Pro Account (approx. £15/month)
- To sign up to zoom see <https://Zoom.us>
- The Zoom website has lots of useful tutorials: <https://support.Zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Setting up a Zoom meeting

1. To set up the meeting, login to Zoom, select Schedule a meeting and select a date and time (if you are setting up the meeting to start now, select Host a Meeting).
2. Select With video on
3. Invite participants, via email – send the URL link.
4. At the start time, select Start on the Zoom screen.
5. Make sure you have your microphone on, and video on (bottom left of toolbar).
6. You will see and hear your client as they join the meeting.
7. If you want to film your session (for supervision), follow your service policy guidelines regarding videoing clients .

As a rule, when using Zoom, you will often see More or 3 horizontal dots ... on your screen, in your window, or other participants' windows. Selecting More or the 3 dots will pop up a menu of choices. This is useful when things are not quite working.

Group leaders' guidelines to send to the clients pre the zoom session

1. Before your session slot, check your email for an invitation to join a Zoom meeting.
2. At the agreed time, click on the email link.
3. A new screen for the 'meeting' will appear, you will see your group leader and they will see you.
4. Make sure you have your microphone on, and video on (bottom left of toolbar).
5. Select Share (green icon) to share your screen with your group leader.
6. To share computer sound, select 'More' at bottom of screen, and then select Share Computer sound
7. You can also select Optimise for full screen
8. You should both be able to see each other in small windows.
9. If problems, experiment check More.. to ensure you have shared computer sound.

Filming a client

You can use Zoom with a client using their laptop, PC, iPad, Tablet etc. or mobile phone. They don't need to download Zoom (for free) from the internet or mobile App Store, but it might make things easier.

If they haven't downloaded Zoom, they can join the meeting by clicking on the link you send via email or mobile messaging.

1. Set up the meeting as above
2. Start the meeting and check client can see and hear you, and vice versa
3. Ask the client to orientate their device so that you can see them and their child – preferably standing up the device so they don't have to hold it.
4. If your client is using a mobile, ask them to rotate their phone (i.e. hold it horizontally) while you are filming – otherwise your film will be a narrow vertical window.
5. Explain as you usually do that the filming can be paused or stopped at any time.
6. Before you press Record, right click on the window showing yourself on the screen and select Hide self-view from the drop-down menu. This will leave only the client view on the screen.
7. During filming of your client/client's activity, you can prevent the camera from recording you, e.g. when you give any spoken practitioner directions. Select the pin video option. This can be found by hovering over your client's video window, and clicking on the 3 horizontal dots ... The option to pin video will appear.
8. At the end of filming, you can select Show self-view from the menu, so that you can again see both you and your client.

Security

There are several ways in which you can make Zoom more secure:

1. Set up your meeting with a password so that participants must enter that password (copy and paste from the email) to join the meeting
2. Enable Waiting Room when setting up your meeting (Advanced Options) – so that you oversee when/if people can join the meeting. You can also Enable Waiting Room during the meeting via the Security icon (bottom of screen), or the Manage Participants screen (follow the 3 dots at the bottom right to see various options).
3. Lock the meeting after it starts so that no-one else can join. You do this in the meeting by selecting the Security icon (bottom of screen) – and selecting Lock from the pop-up menu (select again to unlock).

Protecting the child from overhearing comments

Another issue to consider is how to ensure that the child does not hear the parent/carer making comments, or asking questions, which it would not be helpful for the child to hear. You could suggest that the parent uses the 'Chat' function to type a question, rather than saying it.

Similarly, you need to think about how to ensure that the child does not hear the practitioner making comments, responding to questions or asking questions, which it would not be helpful for

the child to hear. For example, if you want to ask the parent a question. You could ask the parent to wear headphones so that you can have a confidential conversation for a few moments.