

## Information for Families and Clients

Over the coming days and weeks, your therapists may talk to you about receiving services through “telepractice” or “telehealth”, as a way of working on your goals without having to see your therapist face to face.

“Telepractice” just means using a computer to set up a video link between you and your therapist. The therapist can then conduct the session from a remote location.

To participate in therapy sessions through Telepractice, you will need:

- A computer, smart phone, or tablet with a webcam and speaker.
- An app called “Zoom”.

Zoom does not cost anything if it is being used for a meeting between only two computers.

### How do I set up Zoom on my computer?

1. Go to <https://zoom.us/signup>
2. Enter your email address and select ‘sign up free’.
3. You will be emailed a link, asking you to activate your new account.
4. Enter your name and a password.
5. You will then be prompted to ‘start your test meeting’. Click ‘Start Meeting Now’.
6. The **Zoom** app will download automatically onto your computer.

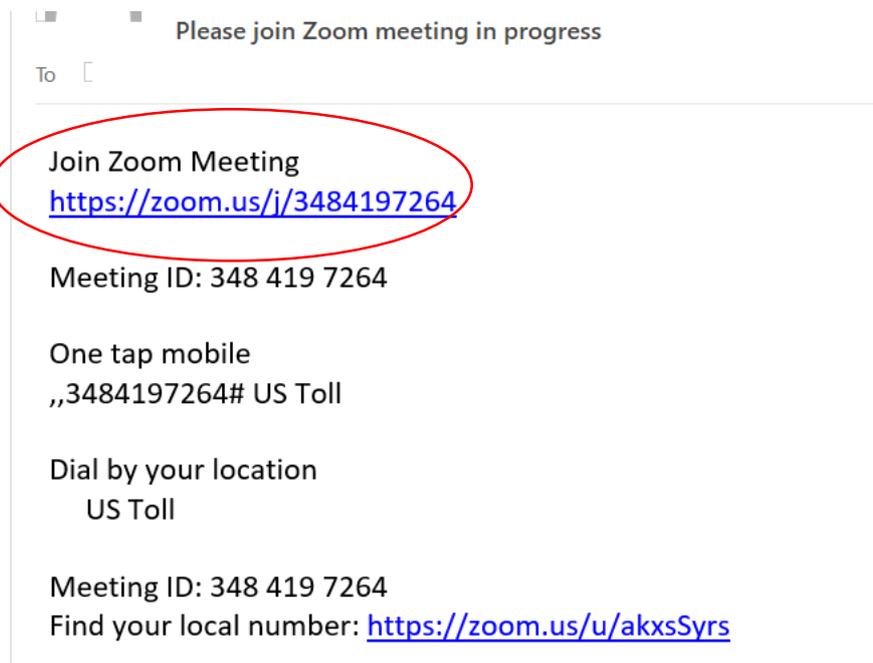
### How do I set up Zoom on my smart phone or tablet?

1. Go to the app store and search for ‘Zoom’.
2. Download ‘ZOOM Cloud Meetings’
3. Enter your email address and create a password.



## How do I 'meet' with my therapist?

1. Your therapist will organise a time to meet with you, and will **email** you a link to the Zoom meeting. You will get an email that looks like this:



2. Click on the 'Join Zoom Meeting' link.
3. If you have already downloaded the app, Zoom will automatically open. If you have not already downloaded Zoom, the meeting will proceed in your internet browser. If you have difficulties connecting, click the links below:

Launching...

Please click Open Zoom Meetings if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

4. You should now be able to hear and see your therapist (you both need to click on the video camera icon).

There are numerous YouTube tutorials on setting up Zoom if you require more information.

## Innovative use of Zoom and online therapy

The COVID-19 pandemic situation has led us to consider different service delivery options to allow us to continue to support our clients and families. We have the potential to continue to add value to the lives of the families we support during this time.

Ideas for telepractice services:

- Coaching or information sharing sessions via Zoom.
- Early intervention: coaching parents whilst they engage with their children. This could be quite a nice way of working, ensuring that we are using family centred intervention.
- Your Zoom session could be something for families and kids to look forward to in a long unstructured day if they are staying home from school and public places.
- Support parents to assist their children in learning from home in the event that schools close.
- Provide ideas to parents on ways to engage kids while they are at home for many hours.
- Providing structure and activity schedules to individuals who are used to being out and about during the day.
- If families are not rushing out the door each morning (as they may usually be!) children may have more time to learn and practice independence with getting dressed, managing grooming, making snacks / meals etc. Therapists could support remotely with coaching / setting up visuals etc.
- Provide individualised home programmes with specific goals, strategies, activities, time frames and completion schedules. Have a regular Zoom 'check in' session to review progress and to motivate families and individuals to keep going.
- Working directly with child on specific language goal via Zoom.
- Working directly with child on specific fine or gross motor goal via Zoom.
- Gather functional assessment or sensory profile assessment information via Zoom.
- Work on conversation skills and social skills via Zoom.

*The list goes on!*