

Guideline I online counselling

Welcome to new times in which meeting virtually is the new reality!

This write up will guide you step-by-step through the process of online counselling to make you comfortable and optimise the experience. After scheduling a session at your convenience and in the comfort of your own home, the following steps as part of the preparation are essential.

Paperwork & payment:

+ screen, fill in, sign and return by email the following three forms:

- + intake
- + general informed consent
- + online counselling informed consent

They are PDF documents: open them in Adobe Acrobat Reader. If you don't have Adobe Acrobat Reader on your computer, please download it here: <https://get.adobe.com/nl/reader/>.

+ please settle the payment before the session starts.

If the payment is not done beforehand, the session has to be postponed.

The payment can be done via the following two channels:

+ Lipa na Mpesa

Go to your Mpesa account

Please select Lipa na Mpesa

Paybill with business no: 565508

Account no: -first name of client-

+ Bank Transfer

Bank name: Absa

Account name: VIZAZI LIMITED

Account number: 20.39.166.103

Account type: business bouquet

Bank code: 03

Branch number: 061

Branch name: Westgate

Bank swift code: BARCKENX

Preparation:

+ designate a space in your home that secures your **privacy**

+ use a **computer** to stabilise the screen (it is not recommendable to have a session via phone)

+ bring **paper** and **markers** next to a **drink** and **tissue** to the session

+ inform (family) members or house members about the session and your **wish** is to not be disturbed for the time period of the session

+ use headphones in order to ensure the privacy of your session

+ **switch** all your devices to airplane mode or turn them **off**

+ **disconnect** other devices in the home from the WiFi. Other members of your home can download their documents to continue work and/or a movie can be downloaded for the children.

+ as a couple or a family, use **one** device during the session

+ it is recommended **not** to consume alcohol or any recreational drug/substance just before or during the session to avoid compromising the value of the session

Start of the session:

A digital (secured) platform

+ an **invite** to a digital (secured) platform will be communicated to you in the morning hours

+ open the **link** in the message, activate the audio & video/cam element of the platform

+ join the virtual **waiting room** of Vizazi until you will be collected by me. I will lock the meeting as soon as you join. In this way you know your **privacy** will be guaranteed.

The session can start: this is your moment!