



# VIRTUAL COUNSELING

During Covid-19 Pandemic

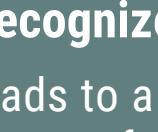
## TECHNOLOGY



### Make sure the video platform is...

secure & confidential. Do not allow recording of sessions without each party's explicit agreement.

- Make sure to have alternate ways to reach the person should the connection become disrupted.
- Plan for various tools for counseling (video, phone, text, email) to ensure proper use, comfort of parties using the technology, and confidentiality.



## PROFESSIONALISM

### Recognize that counseling from home...

leads to a more informal setting that could slide into being less professional.

- Choose your "office space" carefully.
- Consider gender issues when choosing your space, time of day (avoid late evening counseling with opposite gender), appropriate dress, manner of speaking.
- Avoid sliding into casual, informal conversations that may blur the boundaries and send a confusing message to people who are experiencing vulnerability and isolation.

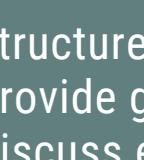
## SAFETY



### Consider the impact of the community...

member's physical space on their feeling of safety during the session.

- During couple or family sessions, attend to each person's emotional well-being.
- Offer the option of each person logging in to the video-conference from separate devices/rooms if that allows for increased emotional safety.
- Phone sessions limit the information you can gather from body language and what is happening in the room, so ask people to tell you what is happening.
- Consider using a code word that lets you know if the person needs to end session abruptly due to unsafe situation.



## COUNSELING

- Structure the session.
- Provide ground rules.
- Discuss expectations and goals.
- Practice active listening with each person.
- Attend to body language.
- Ask open-ended questions.
- Make referrals as needed.

**STAY SAFE. BE WELL.**

FOR MORE INFORMATION & RESOURCES, VISIT [WWW.PEACEFULFAMILIES.ORG](http://WWW.PEACEFULFAMILIES.ORG)