A screenshot of a cell phone

Description automatically generated­­ **Telehealth Group Norms**

Attending sessions using telehealth can present some different challenges, but they are easily overcome once we are aware of them. Here are a few things to remember:

* First and foremost, please maintain confidentiality! The group absolutely must be a safe place for people to talk about their lives is a safe way. Please respect others' need to feel safe, to be real and sometimes fragile in group. It is important to remember that we want to protect your privacy as well as the privacy of others in the group. Therefore, please find a quiet spot in your home or office that is free of disruptions and where you can hear and you can be heard.
* You are still in the group, so please respect the time and energy people are putting aside for this.  Do not have other things open on your computer or phone while you are in group. Please turn all other devices and screens off. Sometimes having a pen and paper to take some notes might be helpful, however try to just have out what is asked for in the group and give your best attention just like you would if physically in the group.
* Make sure your WIFI connection is working optimally. We want to limit any interruptions due to a poor connection. If you would like to test your connection we can assist you.
* Log onto group time 5 minutes early to ensure attendance and check that your systems are working properly.
* Make sure you are in a comfortable spot. You will be sitting for 90 minutes, maybe 2 hours. If you need to take a bio-break, just let us know. Make sure you are “plugged in” and have enough battery life for the group time!
* Please attend the group sober!  You will not be allowed to attend group under the influence and the counselor may decide to notify a sober contact or emergency contact depending on the severity of the situation.
* Common courtesy of group norms are expected as well: no eating, drinking, smoking or vaping during group time as it can be triggering or distracting. Appropriate attire, no clothing that glorifies substance abuse culture as well no sharing of images that are offensive as well.
* Group will start and end on time. Please notify the facilitator if you will be late or if you require to log off early. Please attempt to commit your time with others in group process.