

Online Music Therapy – A guide for Parents and Carers

This guide will explain what is Online Music Therapy, how to set up a Zoom account and also provide guidelines to ensure the sessions are safe.

What is Online Music Therapy?

Online Music Therapy has been developed through different organisations and with the British Association of Music Therapy (BAMT) as a response to the Coronavirus pandemic in March 2020. In Online Music Therapy, Music Therapists interact with the children or young people through a video conferencing app like skype or facetime. We use an app called Zoom because it is easy to set up, works well for music and video and is much safer to use.

At Little Havens, we want to offer support through our Music Therapist to as many families as possible during this time. Therefore, we are offering group sessions, using our familiar 'Sensory Story' structure, and group Music Therapy and singing sessions. The fundamental principles of Music Therapy remain the same and the aims and goals for each individual will continue to guide our therapeutic work.

Is it safe?

Music Therapists are trained health professionals who can work with a range of individuals with different needs. Our Music Therapists abide by a strict code of ethics as set out by the HCPC (Health and Care Professions Council).

Standards for proficiency for Music Therapists: www.hcpc-uk.org/standards/standards-of-proficiency/arts-therapists/

The NHSX confirm that it is absolutely fine to use Zoom for Music Therapy. They confirm that all interactions and usage of data is open to risk and that as long as it is explained and made clear, it is up to the family to accept and consent to this form of support. NHSX is the department that brings teams from the Department of Health and Social Care, NHS England and NHS Improvement together into one unit to drive digital transformation and lead policy, implementation and change.

We prefer to use Zoom because it encrypts the video and audio (in other words, it jumbles it all up when being transferred), making it difficult for anyone else to view or intercept. However, there is always a degree of risk when using computers and the internet. To minimise the risks we strongly suggest that:

- **A Parent or Carer is always present**

A parent or carer should be present during an Online Music Therapy session. This is a safeguarding requirement and will also help to aid the Music Therapy session (i.e. positioning equipment, observing responses, optimising the Music therapy experience for the child or young person). The Music therapist will discuss this with you to help if you have any questions.

- **Be aware that other families will be able to see you in group sessions.**

You need to be aware that other families will be able to see you in group sessions – please make sure everyone is appropriately dressed. You can turn off your video camera if you do not wish to be seen – but we would recommend that you keep your camera on so that we are aware of who is participating.

- **Keep the meeting details private.**

Never share the Zoom meeting codes or passwords with others, or post on social media.

- **Antivirus Software**

You have antivirus software installed on your computer and make sure your 'firewall' is enabled. Only use your camera over a secure internet connection. Keep your operating system, browser and software up to date. Don't click on suspicious links and don't chat with strangers online. We also recommend that you use the most recent version of Zoom.

- **Be wary of fake emails**

Be wary of fake emails which appear to be sent from trusted sources and ask you to download attachments, click on a link or disclose any personal details.

- **Webcam Cover**

Finally a last piece of advice for online safety: when you are not using it, cover your Webcam. It has been reported that even Facebook CEO Mark Zuckerberg and former FBI director James Comey put tape over theirs.

How will your data be used?

You can view our Privacy Notice here www.havenshospices.org.uk/privacy-notice-for-patients-and-families/

How to set up Zoom

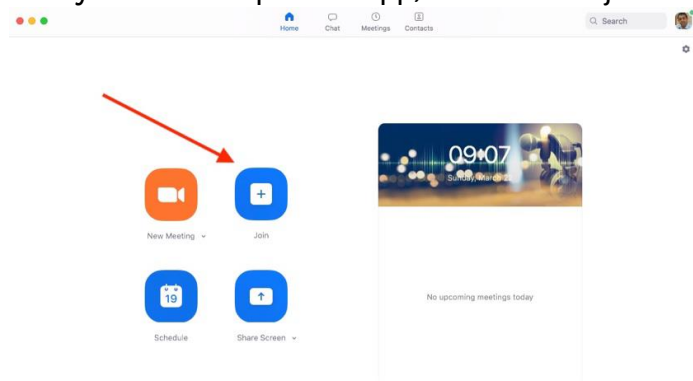
In preparation, please download the Zoom app and test to see if it is all working correctly and that you know how to use it. Zoom can be downloaded onto a laptop, computer, phone or tablet. If any of you have any problems and need help, please contact lhbookings@havenshospices.org.uk and we will help you to get the app installed and working correctly.

Information for getting started: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>

Download application: <https://zoom.us/download>

Using Zoom

First you need to open the app, then click the 'join' button

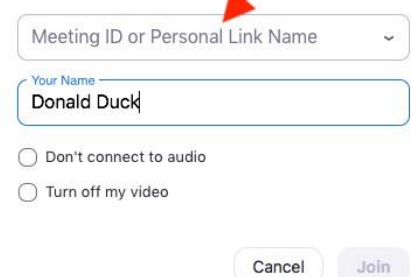


Then add in the nine or ten digit code (without any dashes or spaces) that you will receive via text from Little Havens for the sessions you have expressed interest in. Your name will appear in the box below. Leave the tick boxes empty then click 'Join'.

There will then be a box for you to enter the password also sent to you by Little Havens.

You may see a final security window click on 'Join with video'. You should now be ready to go. Your Music Therapist will now help you navigate within the Zoom and change any settings if necessary.

Join a Meeting



Who provides Online Music Therapy?

Online Music Therapy can only be delivered by a qualified and registered Music Therapist – Little Havens' Music Therapist is Ruth Ellam.

Music Therapists have:

- Masters Qualification in Music Therapy
- Enhanced DBS Certificate
- HCPC (Health and Care Professions Council) membership
- BAMT (British Association for Music therapy) membership
- Safeguarding Training
- Regular practice supervision
- Online Music Therapy training

Our Music Therapist follows the latest BAMT guidelines for Online Music Therapy, which are evolving during this period of change.

Top tips when using Zoom for parents and carers

- To find out how to adjust audio or video settings, please visit:
www.support.zoom.us/hc/en-us/articles/201362623-Changing-settings-in-the-desktop-client-or-mobile-app
- There are a number of online tutorials to help with any troubleshooting with Zoom, please visit:
www.support.zoom.us/hc/en-us/categories/200101697
- If there are any safeguarding concerns that arise during an Online Music Therapy session, Havens Hospices Safeguarding Policy must be followed.

This guide has been adapted with permission from Suffolk Music Therapy Services.