

Online Music Therapy

A Guide for Parents



Suffolk Music Therapy Services

What Is Online Music Therapy?

Online Music Therapy has been developed by Suffolk Music Therapy Services in response to a growing number of individuals self-isolating with schools and carehomes in lockdown as a result of the Coronavirus pandemic in March 2020. Due to limited access to individual and group Music Therapy sessions, we have developed an innovative approach that will enable our Music Therapists to work remotely with a range of individuals with different needs. The fundamental principles of Music Therapy remain the same and the aims and goals for each individual will continue to guide our therapeutic work.

In Online Music Therapy, our 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 more safe to use.

Who Provides Online Music Therapy?

Online Music Therapy can only be delivered by a qualified and registered Music Therapist. All of our 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
- Insurances
- Online Music Therapy training and support
- Extensive training package and support

Our Music Therapists follow the guidelines on the use of Online Music therapy. For a copy of the Guidelines (SMTS - Policy and Practice - Online Music Therapy), please contact the Music Therapy Manager, Ray Travasso ray@suffolkmusictherapyservices.co.uk

Is it Safe?

All of our 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: [click below](https://www.hcpc-uk.org/standards/standards-of-proficiency/arts-therapists/)

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We have checked with NHSX to find out whether it is safe for us to use this app. NHSX is the department 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. They 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.

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 is Always Present

A parent is always 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

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.

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, cover your Webcam, or disable it if you don't use it – it has been reported that even Facebook CEO Mark Zuckerberg and former FBI director James Comey put tape over theirs. Suffolk Music Therapy Services has a stock of Webcam covers for any Music Therapist in the team or client that wishes to use them. Please request directly to your Music Therapist for a webcam cover.



How will Your Data be Used?

We are fully committed to protecting the privacy of our clients, partner organisations, employees, volunteers and beneficiaries. Suffolk Music therapy Services is fully GDPR compliant.

We do collect and hold personal data for children and adults who receive Music Therapy. This enables our therapists to assess, audit and evaluate the work. It ensures best practice and enables our therapists to develop their skills in providing high standards of Music Therapy. Information from Music Therapy referrals, assessments, meetings and sessions will be used to enable our Music Therapists to write reports, liaise with families and professionals.

Information may be shared within the team and to approved supervisors for educational purposes. We are professionally bound by the Health and Care Professions Council (HCPC) to keep accurate information and receive regular supervision. Data stored may be in the form of audio or video recordings from Music Therapy Sessions and Online Music Therapy Sessions, personal information, notes and reports.

To view our Privacy and Data Protection Notice: [click below](https://suffolkmusictherapyservices.co.uk/privacy-and-data-protection-notice)
<https://suffolkmusictherapyservices.co.uk/privacy-and-data-protection-notice>



How to Set Up the Zoom Application

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 your Music Therapist and they will help you to get the app installed and working correctly.

Getting Started: click on link below

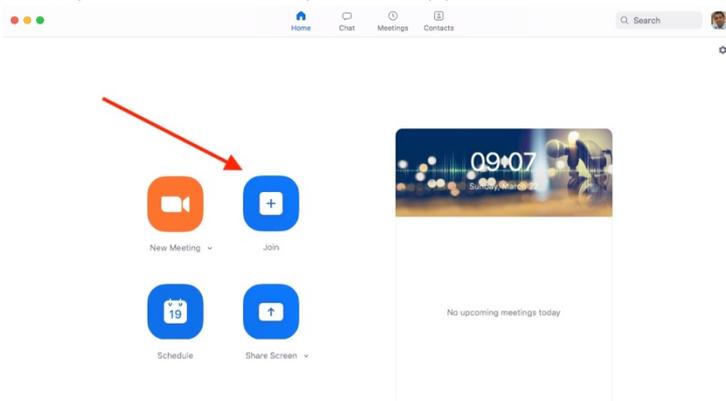
<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>

Download App: click on link below

https://zoom.us/download#client_4meeting

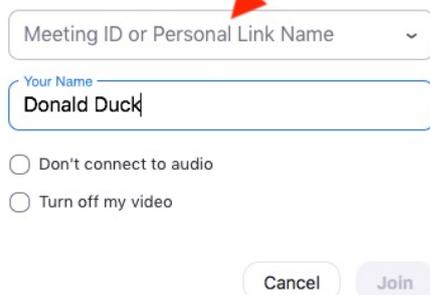
Once you have downloaded the Zoom App, your Music therapist will contact you to arrange a test.

First, you will need to open the app.



Next, click on the 'join' button. This will take you to a new window.

Join a Meeting



Meeting ID or Personal Link Name

Your Name
Donald Duck

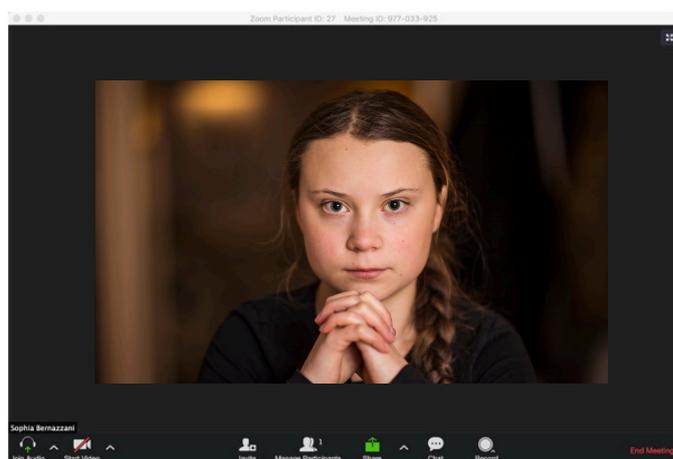
Don't connect to audio

Turn off my video

Cancel Join

Simply, add in the 9 or 10 digit code (without any dashes or spaces) that your Music Therapist will give you. Your name will appear in the box below. Leave the tick boxes empty. Then click 'Join'.

Then, you may see a final security window. Click on 'Join with video'. You should now be in – ready to go! Your Music Therapist will now help you to navigate within the Zoom app and work out your settings.



Top Tips when Using Zoom for Parents



How to Adjust Audio and Video Settings on Zoom

To adjust audio or video settings, click on the link below:

<https://support.zoom.us/hc/en-us/articles/201362623-Changing-settings-in-the-desktop-client-or-mobile-app>

Is the Microphone Connected?

Check your zoom app is connected to your external microphone (if you have one). When on a video call, bottom left corner, by 'mute' there is a little arrow... click on that arrow and then under 'select a microphone' click on your external microphone.

Technical Problems

There are a number of weblinks and online tutorials to help with any troubleshooting with Zoom.

<https://support.zoom.us/hc/en-us/categories/200101697>

Safeguarding Concerns

If there are any safeguarding concerns that arise during an Online Music Therapy session, we recommend that the usual processes will apply – contact Jenny Travasso jenny@suffolkmusictherapyservices.co.uk, Suffolk Music Therapy Services Safeguarding Lead, or social services.

For any additional information or further advice, please contact your Music Therapist. If you cannot contact them, please contact the Music Therapy Manager, Ray Travasso ray@suffolkmusictherapyservices.co.uk

