



*ND Kids Occupational Therapy and Consulting*  
**Online Therapy Policy**

**1. Purpose**

This policy outlines the procedures, expectations, and responsibilities for the safe, effective, and ethical delivery of online (telehealth) occupational therapy and parent coaching services to children and their families.

**2. Scope**

This policy applies to all online therapy sessions conducted by ND Kids Occupational Therapy and Consulting with children and their caregivers, using secure digital platforms.

**3. Consent and Participation**

- Written informed consent from a parent/legal guardian is required before commencing online therapy.
- Consent will cover the nature of telehealth, potential risks (e.g., technical issues, privacy), and benefits.
- Parents/guardians are expected to remain nearby during sessions, and younger children should have an adult present in the same room.

**4. Confidentiality and Privacy**

- Sessions will be conducted on a secure, encrypted telehealth platform (WriteUp) or other platform, compliant with GDPR. We have a data processing agreement in place with WriteUp.
- Recordings of sessions will not be made unless explicit written consent is provided by parent/guardian.
- Families are asked to ensure the child participates in a private, quiet space free from distractions.
- Parents/guardians are responsible for maintaining confidentiality of therapy activities at home.

**5. Technology and Access**

- Families must have access to a reliable internet connection, a device with audio and video capability, and a quiet, safe environment for therapy.
- The therapist will provide clear instructions for accessing the online platform.
- If technical difficulties arise, the therapist will attempt reconnection for up to 10 minutes. If unsuccessful, the session may be rescheduled or completed via phone, as appropriate.

**6. Safety and Duty of Care**

- The therapist will ensure that therapy activities are safe and appropriate for home settings.

- A responsible adult must supervise or be immediately available during all sessions.
- The therapist will keep an updated record of the family's emergency contact details and the child's location during sessions. In case of an emergency (medical or safety concern) with the child, responsibility for dealing with the emergency lies with the parent or guardian. If the parent or guardian has an emergency, the therapist has the address details of the family and where appropriate, will contact emergency services informing them of the location.

## **7. Professional Standards**

- Sessions will follow the same ethical and professional standards as in-person therapy.
- Online therapy will be used when clinically appropriate; some goals may still require in-person intervention or assessment.
- Documentation and progress notes will be maintained in compliance with regulatory and professional guidelines.

## **8. Attendance and Cancellations**

- Sessions should start on time to allow for the full therapy duration.
- Missed sessions without prior notice may be charged according to the our cancellation policy.

## **9. Parent/Guardian Involvement**

- Parents/guardians are encouraged to actively participate in therapy by assisting the child, practicing recommended strategies, and providing feedback to the therapist.

## **10. Review of Policy**

- This policy will be reviewed annually or sooner if regulations, technology, or practice needs change

August 2025.