

PROVIDING DISTANCE DEBRIEFING FOR FAMILIES

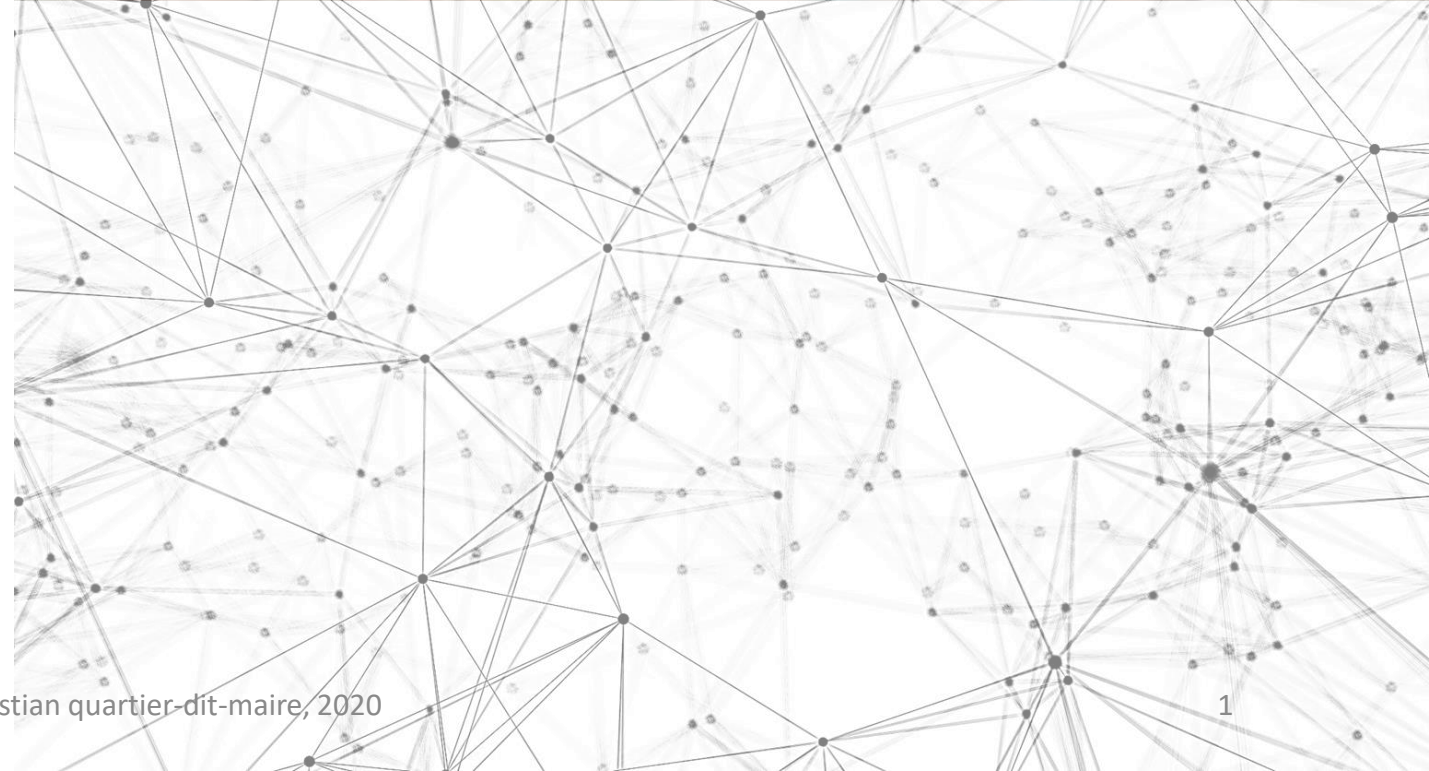
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© Christian Quartier-dit-Maire,
Membercare Provider & Consultant

Adv. Diploma in Counselling, ACC UK member

Strengthening and Resourcing Cross-cultural Workers and their Families through debriefing,
Critical Incident Debriefing and Brief Therapy

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Introduction

- Presentation
- Presentation and Expectations
- Aims and Objectives



Terminology Defined by World Health Organisation

“The delivery of health care services, where **distance** is a critical factor by all health care professionals using information and communication technologies for the exchange of valid information (diagnosis, treatment and prevention of disease and injuries..., all in the interests of advancing the health of individuals and their communities.”

Distance Therapy, also known as telemental health, is the use of technology to meet therapeutic needs of clients in a location different from the mental health professional either synchronously or asynchronously.

Terminology

LIVE VIDEO-CONFERENCING

- Live two-way interaction between a person and a provider using audiovisual telecommunications

Ex. Individual or couple

TELECONFERENCING

- Interactive communication among multiple users at different sites.
- This can include voice, video, and data.

Ex. Family on different devices

Considerations - VIDEO CONFERENCING

- Be at a location with good consistent internet service.
- Arrive early to test connectivity and read files.
- Dress completely.
- Place speakers away from the microphone.
- Set volume to 50%.
- Who is calling who?
- Authentication
- Use a headset with a built-in microphone.
- Shut the blinds so that the sun does not overpower the light.
- Sit in line of sight of the camera.
- Act naturally.
- Look and speak into the camera as you normally would.
- Avoid distractions.

Considerations - VIDEO CONFERENCING

SETTING UP THE ROOM

- A quiet room is ideal.
- Be aware of noise such as fans, furnace, air, speakers, etc.
- Cover windows with darkening curtains.
- Consider all objects in view of the screen to be seen by client.
- Prepare anything you might need (eg creative material; files you might want to use with share screen)



Considerations

PRIOR TO THE SESSION

- Place a sign on the room's door to let others know that the session is private.
- Read the client's file and review the case.
- Ensure all consents are in hand.
- Turn on computer or phone.
- Check that all systems are in order.
- Invite the client to the waiting room (depends on which platform you use).



Case Study 1

You get a email from a family of 5 requesting a family debriefing. The family is currently in Sri Lanka where they are serving as short termers – 5 months (second short term engagement in two years, but not in the same country). They were coming to the end of their commitment when the corona crisis happened. They decided to stay until the end of their commitment and have proper goodbyes. However, very soon after their decision to stay, all flights were cancelled and they are still there waiting, hoping, being disappointed, hoping again, saying goodbyes but at the end not leaving... the children (two girl aged 11 & 9 and a boy 6) have been doing home schooling with the parents. Dad (an IT professional) just started to work again with his company as his job allows home office work, even from abroad.

- What considerations do you need to have before starting?
- What communication do you need to have with the family?

Distance Debriefing – not appropriate!

- No access to DSL, cable, 3g or 4g internet connection.
- No computer or tablet.
- Serious medical cases.
- Complicated psychiatric cases.
- Prefer on-site and in-person.
- Unable to identify user (authentication).
- Professional or client is not competent with the technology.

- Illegal for children who do not have parental permission
- Illegal for children who do not have the authority to participate without consent.
- A responsible, trusted adult has to be in the same room as the child all the time
- Language / cultural issues

Contracting

- Confidentiality
 - Includes which platform you are using – is it safe?
 - Use a platform with a “Share Screen” option
 - Alone in the room – no distraction (both side) - privacy
- Consent to work with the children - safety
- Respect
 - If more than 2 devices, switch microphone when other talk?
- Practicalities
 - Tissues, water
 - Pen, paper
 - Any other creative things you may want to use? (eg air balloon, modeling clay...)
- Child care or safety if not at all time in session
- Expectations – make sure the children understand



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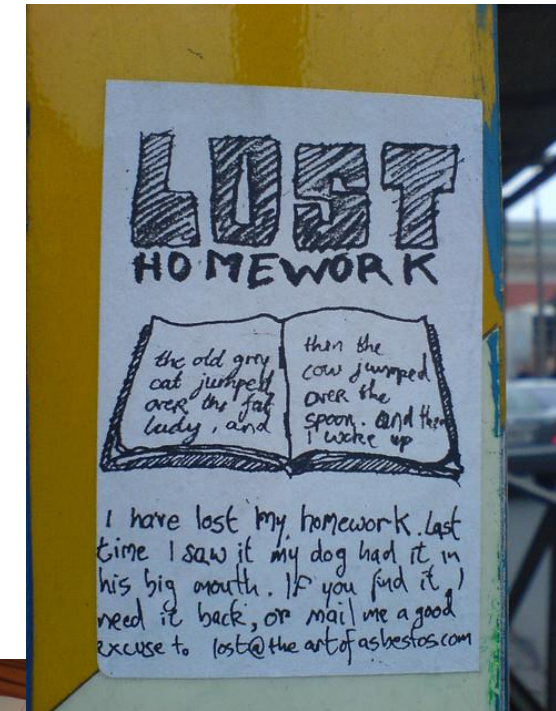
THE CHECKLIST

- Where are you at this moment?
- Is there anyone in the room with you?
- Can anyone hear our conversation?
- Is there background noise that will be a problem? (chicken, goat, cars, birds, plane, market...)
- Discuss what will happen if service is disconnected.
- Discuss length of session and plan breaks if you debrief more than 1 hour – stay connected during the break!
- Set the screens up for appropriate eye contact and sound.



In between sessions

- Boundaries
 - Verbal, written, physical
 - Email, phone, text messages...
- Home work
 - Define and check everyone has understood
 - If appropriate, ask them to send it to you before session, otherwise make sure they know how to share screen.
 - What do you do with file if you receive one? – confidentiality



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Case study 2

A family of 4 (two boys aged 4 and 6) has been repatriated from Africa by their organisation and is back in their home country since three weeks. They have been in quarantine for 14 days and, because of the restriction due to the covid-19, cannot have any close contact with other people. They see the grand-parents on regular base, however, only at a distance. Reality steps in as the parent realise their time in the home country might take much longer than they thought and hoped for. Just before leaving the field, they had to hastily move house and only had time to pack things in boxes, and leave everything unpacked in the new place. Dad was the TL and had to organise repatriation for a team of 7.

The children miss their home; however they were excited to come back and see extended family. They show signs of impatience, sleep disturbance, anger and do not understand why they cannot “hug” the extended family.

- What would you offer this family? What do you need to consider?

Creative work

- Life Line (family activity)
- Photos
- Drawing
- Modeling clay
- Toys, stones...
- Cross workshop
- Prayer
- ...

- Thankful for
- Fearful for
- Joyful for
- Sad for
- Angry for
- Concerned for



Question and Answer Time



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Training and Safety Resources

- <https://www.pesi.com/>
- [Zoom bombing – protecting your events from hackers](#)
- <https://www.acc-uk.org/>
- <http://gmcn.globalmembercare.com/>
- <https://www.membercare.eu/>

