



Remarkable

Speech + Movement

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Telehealth using Zoom – A Guide for Families

Thank you for your interest in telehealth (online) sessions. Here's a quick guide to let you know how to use the Zoom software we have and what to expect. Zoom is fully encrypted and private so no one else besides us can join the session or hack into it and overhear or see what we are doing. We already have clients using Zoom for sessions and have experience in using it (e.g., lecturing and mentoring university students using Zoom).

Online sessions can be great as they use children's natural curiosity about technology and screens. It is often also more convenient with no need to travel and can offer more flexibility. There is speech pathology research evidence to support that online sessions provide equivalent outcomes* to face to face sessions for:

- [Speech](#) (e.g., Coufal, Parham, Jakubowitz, Howell, and Reyes, 2018; Grogan-Johnson et al., 2013)
- [Childhood apraxia of speech](#) (Thomas, McCabe, Ballard, and Lincoln, 2016),
- [Early speech and language](#) (e.g., Peter et al, 2019; Roseberry, Hirsh-Pasek, & Golinkoff, 2014)
- [Language](#) (e.g., Sutherland, Hodge, Trembath, Drevensek, & Roberts, 2016)
- [Communication therapy for people with autism](#) (e.g., Iacono et al., 2016; Sutherland, Trembath & Roberts, 2018)
- [Complex communication needs and talker technology](#) (e.g., Douglas, Nordquist, Kammes, & Gerde (2018).
- [Stuttering](#) (e.g., McGill et al, 2019) *although in children the Lidcombe Program could take a little longer online compared to face-to-face.

Telehealth may not suit everyone and we will discuss this with you if you feel your child may not learn as well online or the therapy we are providing is not as beneficial online. The downside to telehealth is technology – if there is slow internet, the session can be disrupted. It also may require more parent/carer active involvement and assistance with behaviour management and giving pieces of games etc. as reinforcement. The speech pathologist will support and problem solve with you. Some children take a session or two to become familiar with the unfamiliar online experience, others welcome it from the start.

Getting started:

Change or make an online appointment as soon as possible so we can give you an individual link and prepare for your session. Doing it online does mean some changes in how we show and work on things which takes time. Do this by emailing: info@remarkablespeech.com.au or calling (02) 7251 1485.

To make telehealth work as optimally as possible you will:

- need a computer, laptop or tablet with a microphone and web-cam (built in or you will need to buy an external web-cam with microphone). Phones and beaming to a TV are not optimal as it restricts the interactive tasks we can do together.
- high quality internet
- a headset for the person completing speech therapy ideally with a built-in microphone.

Logging in to Zoom for the first time:

1. Please give yourself an extra 15 minutes to get set up before your first session.
2. You can use Zoom from an internet browser or from the Zoom app. Both options are FREE and work well.
 - Click on your individual Zoom link sent via email (it also appears in your reminder emails.) That will open in an internet browser. Your individual link looks like: <https://uni-sydney.zoom.us/j/6XXXXXXX1>. The last part of the link is your unique, individual meeting code (so numbers rather than X's).
 - You can also go to your app store to download Zoom on your tablet. The app is called **ZOOM Cloud Meetings**
3. When prompted, please download the software onto your computer / tablet which will take some time and will make it easier to join each week.

Ideal home environment for zoom:

- Position the device on a flat, hard surface (e.g., desk or table) where it can't easily be knocked over and will not need to be held or moved throughout the session).
- Reduce backlighting (e.g., sit facing a sunny window rather than with your back to it).
- Avoid noise when possible. Even small objects like fans can create a lot of background noise if the computer is close to them.
- Headphones are recommended for improving sound quality and reducing background noise.
- Have a seat ready for the person completing the Zoom speech pathology session and a caregiver so they can join in or dip in and out of the session as needed.

Join the session:

Click on your individual Zoom link sent via email (it also appears in your reminder emails.) That will open in an internet browser.

Your individual link looks like: <https://uni-sydney.zoom.us/j/6XXXXXXX1>

The last part of the link is your unique, individual meeting code (so numbers rather than X's).

If the link does not work – go to <https://zoom.us/join> and enter the meeting ID in your email.

This is the same unique code as the last part of your Zoom link so you can also use the last 9 digits of your link.

Join Meeting

Meeting ID or Personal Link Name

Enter Meeting ID or Personal Link Name

By clicking "Join", you agree to our [Terms of Services](#) and [Privacy Statement](#)

Join

Join with Computer Audio

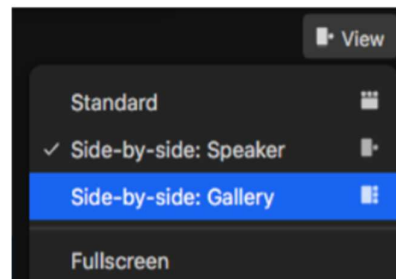
Click join with computer audio

Checking Zoom settings for video and audio:

1. Make sure the audio and video are connected.
When Zoom starts, allow Zoom to connect with audio and video (Join with Computer Audio).
2. If there is a red line through the microphone and/or video icons, they are turned OFF. Click the icon once to turn it ON (hover your mouse in the bottom left corner to see this display). The speech pathologist may mute your microphone on start up and they will unmute you so they can hear you.

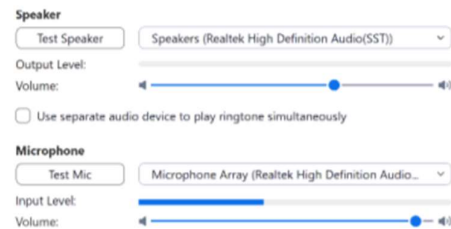
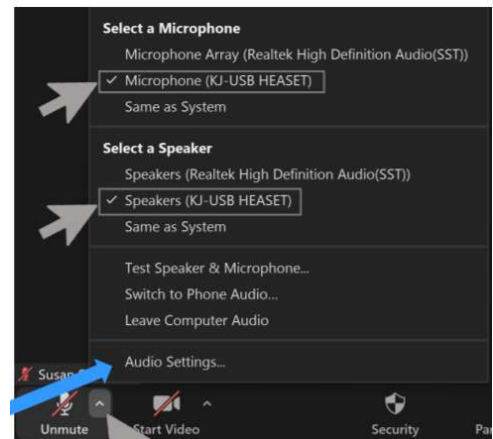


3. Change the video view to Gallery mode
 - Click the [View](#) icon in the upper right corner.
 - Select [Side-by-Side: Gallery mode](#).
 - Please turn off all virtual backgrounds and video filters for beginning therapy. To do this click the up arrow next to Video and adapt the video settings.



4. Change the audio settings

- If you are not using a headset – so a carer and child can both interact – leave it as the default. If for some reason this changes, click on the **up arrow** to the right of the microphone icon (located at the bottom of the screen) and select **Same as System**.
- If you are using a headset - recommended for when the child and speech pathologist need to hear and speak clearly – connect it to your computer and click on the **up arrow** to the right of the microphone icon (located at the bottom of the screen) and select the name of your headset under the **Select a Microphone** and **Select a Speaker** options.
- In the pop-up window that comes up, make sure audio is adequate volume for both the Speaker (output level) and the microphone (input level). You can adjust the settings by moving the dot and making the blue line longer or shorter.



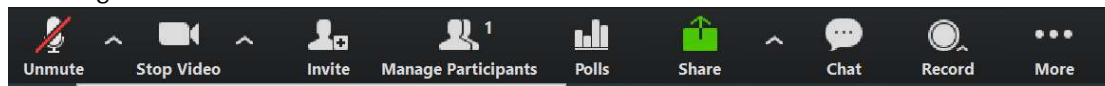
If audio is not clear on your computer at any time or you would prefer to use your phone to hear, you can click on the **up arrow** to the right of the microphone icon (located at the bottom of the screen) and select **Switch to Phone Audio**. Call the numbers to add your phone to the call. (The instructions are also part of your Zoom meeting email in case you need them.) You can ask your speech pathologist to let you start the session choosing Join with Phone audio and to follow the prompts in future.

You're ready to start 😊

How to use the technology in the meeting:

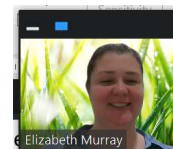
We will help you in the session explain features of Zoom we are using.

- **Microphone and video:** You can turn your microphone and audio on and off as needed (e.g., if going to the bathroom by clicking the microphone or video picture once to turn off and clicking once again to turn on).

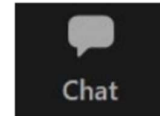


If you don't want us to see your background for privacy, you can use a 'virtual background'. We'll check this with you to make sure it does not affect anything in therapy. Please know we are attending to you and your family not your house in the background 😊

- **Share:** We will automatically share pages, websites, videos and whiteboards as needed to provide learning materials and games to help your child learn. We will direct you in the sessions to find what you need. If you cannot see something or if your speech pathologist forgets to change to another share, please let them know.



- If you or your speech pathologist share a document, website or something else on the screen, our faces will be reduced to a small box in the corner of the screen. You can move this and the menu above to a more convenient location so you can see. You can also minimise this box to a single black line by clicking the tabs at the top left right of the video box – the icons are the same as windows/ word.
- **Recording:** sometimes we will record sessions as a record of the assessment or therapy we are doing. We will only do that with your permission on the day and in accordance to our Privacy Policy and your preferences on your written consent form. Zoom will also ask your permission before recording starts so you'll always know when we are recording. If you want the session recorded to watch back etc. please let us know and we can arrange that for you.
- **Chat function:** There is a chat box in the Zoom session you can use to send messages to the speech pathologist (e.g., about concerns over the last week you don't want to discuss in front of your child). We can also use this to upload documents we need to share (e.g., home practice materials, rating scales etc).



Troubleshooting:

- **Slow internet/poor connection?**
 - Please make sure your device is fully charged and plugged in. If you are able to adjust your battery settings, select **Best performance** rather than Best battery life.
 - If the **internet connection is unstable** – please close other web browser pages and log off other devices from internet where possible. If this still does not work, please turn off your video as this will make the audio better. If this is still an issue, please use a phone to dial in instead and just use Zoom for the visual slides / videos. If needed, we can call over a mobile phone line to get audio if we need good video as well.
- **If you are finding it hard to hear** – check your audio settings (see above) and ensure audio was connected at the start of the session (you got a tick). If you are still having problems, try some headphones or leave the meeting and come back in to reboot.
- If you get a message that Zoom is “Waiting for the host to start the meeting” after you follow the link, don't panic! We will receive a notification that you are “in the waiting room” and will let you in soon. We are working to disable waiting rooms for individual sessions to save time.
- Can I change my display name? Yes! While in a session, click on the **Participants** icon in the controls at the bottom. Click on your name in the right-hand panel, then More > Rename
- Visit the Zoom Help Center: <https://support.zoom.us> – this guide is super helpful and easy to search so we would do this first!
- Contact your speech pathologist via email or call us on (02) 7251 1485.

If you have any other questions or comments, please do not hesitate to contact us at info@remarkablespeech.com.au or your speech pathologist directly.

See you online!

Best wishes,
The Remarkable Speech + Movement team