What is teletherapy? Teletherapy is the use of video technology to support long-distance services between program participants and HGH staff members. Teletherapy may also be called telehealth or remote services.

What equipment do I need? A computer, tablet, or phone and an internet connection.

What if I don’t have a device or internet? HGH has a technology lending program and can provide you with a laptop and internet services for free.

How do I join a teletherapy session? Your worker will send you a link. Just click on the link at the time of the session.

Will my sessions be recorded? HGH has strict policies around this and does not allow recording of any teletherapy sessions.

What kinds of activities can be done through teletherapy? Some of the areas where program participants are receiving online support include problem-solving and stress management (meditation exercises and breathing techniques), fitness and exercise (yoga and guided walks), meal preparation, cleaning, budgeting and money management, reviewing mail and paperwork, and connecting with peers (bingo and art classes).

Is the quality as good as an in-person session? Although we wish we could provide in-person services at this time, our clients are reporting that they feel satisfied and supported with the services they are receiving. Program participants are keeping their skills fresh and making progress in various goal areas. Utilizing teletherapy services also keeps service recipients familiar with their workers, facilitating a smoother transition back to in-person visits when the time comes.

When can I receive in-person services? HGH is staying well-informed about government mandates and recommendations. Once it is determined safe for staff and program participants, we will roll out a plan for restarting in-home services.

We are eager to resume in-person services too!

Please contact Laura Krebbs, Community Living Program Manager, at 619-938-2874 or laura@guidinghands.org, with any questions or concerns.