

CATHOLIC FAMILY SERVICES OF DURHAM

Consent for Receiving Service by Telephone or Video Conferencing

I understand and agree to the following information which has been explained to me:

- Counselling will not be done through e-mail or texting. The purpose of e-mail is for arranging or changing appointments and/or transmission of documents. It is not to be used for crisis or emergency services. My counsellor will provide me with a list of phone numbers for these services if needed.
- Based on my goals, needs, preferences and circumstances, my counsellor and I will determine whether telephone or videoconferencing would be the appropriate way to offer service. We will periodically discuss how well the format is working for me and will decide to continue service, adjust my goals or take a break from service.
- There are potential risks involved in receiving service in these ways:
 - For new clients, it may take more time to develop a therapeutic relationship in contact that is not in-person.
 - My goal(s) may need to be revised, or some work may have to wait until in person sessions resume.
 - I will need to ensure that I have privacy during sessions for confidentiality, and my counsellor will do the same. This means using earphones, trying to avoid using public wifi (and password protecting my home wifi), and maybe creating some white noise outside the room I'm in.
 - I will need to ensure that I will not be interrupted during videoconferencing sessions. My counsellor will do the same.
 - We will develop a plan for dealing with situations where there is a technical failure.
 - My counsellor will make every effort to ensure that my e-mail address and phone number are correctly entered. Making a mistake may inadvertently lead to disclosure of my personal information.
 - I will need to ensure that others do not have access to my e-mail, and will need to be sure I don't leave it open for others to view.
 - My counsellor and I will discuss a way to verify my identity, so that no one else can send messages on my behalf.
 - Therapy is happening in "my space". This might feel awkward to me to have my therapist "in" my home, seeing my personal space.
- There are some things I need to consider and remember about receiving services in this way:
 - My therapist will not record any of the phone or video sessions, and I am not to do so either.
 - I am not to have people secretly attending the sessions out of the camera view, or sitting in the room listening in on the phone. I need to have a discussion with my counsellor about others attending my sessions, just like I would if I was in the office.
 - If I am the parent/guardian of a child receiving service, I need to respect the privacy of that child's session as I would if it was in an office. I will not impose

my presence on the child's session and will abide by the process set in place with the therapist.

- If I am in an unsafe situation, my counsellor and I will establish a code that will alert my counsellor if I am unsafe during a session. We will also establish a plan for what happens in those moments, and how to reconnect when it is safe again.
- When counselling/therapy is being offered on the phone, my counsellor will call me at my arranged appointment time and the phone number will be blocked.
- For videoconferencing, the Agency is using a secure on-line platform from which to deliver these services ("On Call Health"). I can access this platform from any device.
 - I will receive an email from my counsellor that will include a link. That will give me access to the platform.
 - I need to log on and sign up for the video sessions before I have my first session. I will review the forms sent to me. I should give myself time before the start time of the first session to log on and make sure everything is working.
 - I need to remember to not engage in "home behaviour" during my sessions. This includes things like making sure I dress for the session like I would if I was coming into the office. The session will not continue if I am dressed in a compromising way. I cannot use the washroom while in session, or make food.
 - I cannot attend sessions while driving. This is not safe for me.
 - I cannot be under the influence or ingesting drugs/alcohol during my session.

I have read and understood this information and/or it has been read and explained to me. I am aware that I can ask for further clarification.

I consent to receiving counselling services over the phone or via secure video conferencing. I understand and accept the risks and benefits.

Name: _____
Client printed name Client signature

Date: _____