



CREATIVE WELLNESS SERVICES

VIDEO-COUNSELLING CONSENT

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Confidentiality is just as important for video-counselling services (i.e., using remote video-chat) as it is for face-to-face sessions.

It is important for you to be in a quiet, private space that is free from distractions (including cell phones and other devices).

To connect to the Internet, we use only password-protected routers (no free, community WIFI). For each video-counselling session, we ensure that we are in a private location where others will not overhear our confidential communication.

Our record keeping is completed in a secure location and the devices and programs we use are password-protected, utilizing a three-tier encryption process for the best protection possible.

Remote counselling, whether through video-chat or telephone, offers some benefits as well as risks. One of the benefits of video counselling is that you can have the session no matter where you are, if you have access to a device with a camera and microphone and connection to the Internet. In terms of risks, at times a session might be interrupted due to issues with the WIFI connection or other technical issues. Moreover, at times important information can be missed in a video-based or phone communication.

We utilize a technology tool **Doxy.me** as a video platform for making video calls. Doxy was designed for physicians' offices and is compliant with PIPEDA (Canada) and PIPA (BC) privacy laws. The video calls use an encrypted peer-to-peer connection between the provider and client. This means data are exchanged through the Internet directly between the two participants and are not stored online.

I confirm that I understand the benefits and risks described above. I am in agreement to use the technological tools described above.

If you have any questions or concerns about conducting our sessions using remote video-counselling technology, we will be happy to discuss them with you.

Name: _____

Date: _____

Signature: _____