

A woman's profile is shown in a three-quarter view, looking towards the right. Her hair is replaced by a dense, vibrant, multi-colored abstract composition of flowers and butterflies in shades of purple, pink, orange, red, blue, and green. The background is a dark, textured grey with scattered white specks, suggesting a night sky or a digital space. The overall aesthetic is artistic and futuristic.

ETHICS OF COUNSELING AND SUPERVISION VIA TELEHEALTH

**Summer Super
Summit**

May 2026

Christina Boyd, LSCSW, LCAC



**MINDFULNESS ACTIVITY IF
YOU WISH TO
PARTICIPATE**

<https://www.youtube.com/watch?v=c1Ndym-lsQg>

AGENDA



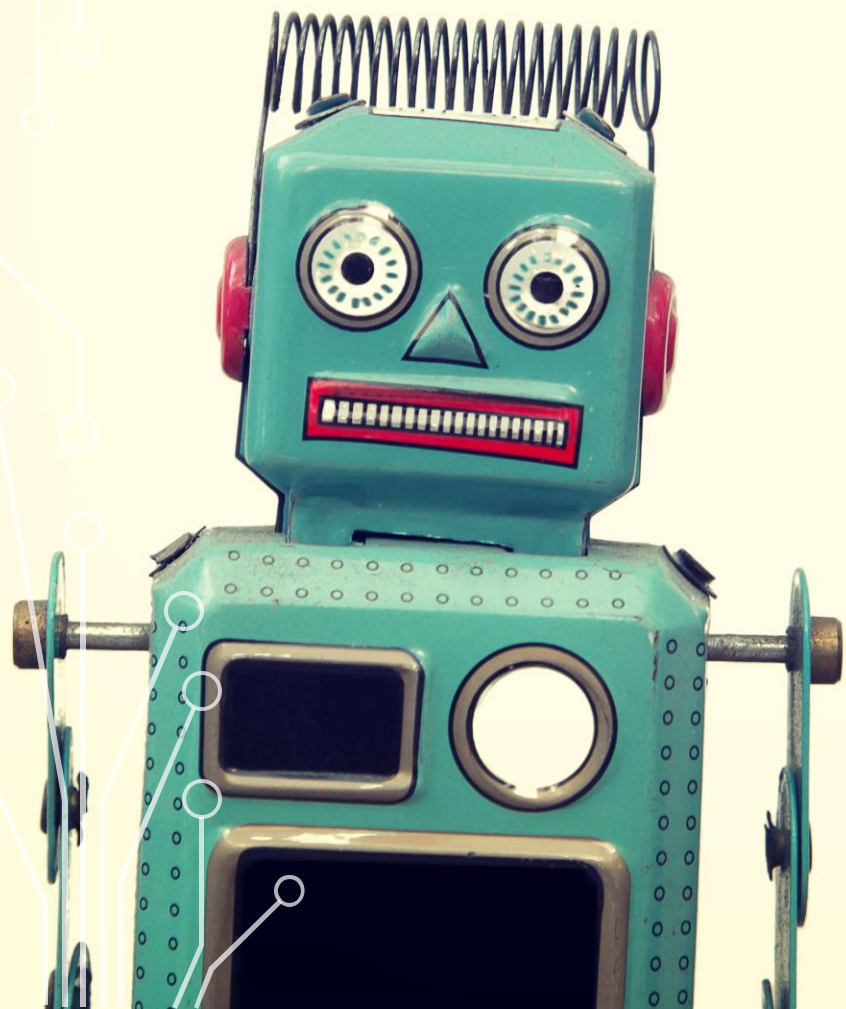
- Welcome and Introductions
- Let's Start with the "WHY"
- Ethical Considerations
- Elements of Technology Enhanced Clinical Supervision
- Telehealth Tips
- Resources
- Wrap Up

OBJECTIVES

- Understand the role of Tele-Behavioral Health in the continuum of clinical services, including clinical supervision.
- Identify ethical principles utilized in clinical supervision and be able to apply them to Technology Enhanced services.
- Identify professional codes of conduct and tech standards for various professional disciplines





WHY?



**WHAT
TECHNOLOGIES
ARE YOU ALREADY
USING IN PRACTICE
TO ASSIST WITH
TELEHEALTH?**

**TECHNOLOGY HAS THE POTENTIAL TO NARROW
THE “ACCESS GAP” TO BEHAVIORAL HEALTH
INTERVENTIONS AND REDUCE HEALTH DISPARITIES
IN DISADVANTAGED AND HARD-TO-REACH
POPULATIONS**





**BENEFITS OF
TECHNOLOGY
USE IN SERVICE
PROVISION**

One of the key benefits
across studies was improved
accessibility and support
that would otherwise not
have been received.

(Ramsey 2014)



CURRENT EVIDENCE DEMONSTRATES THAT PEOPLE USE AND ARE INTERESTED IN USING TECHNOLOGIES AS PART OF THEIR TREATMENT OR CONTINUING SUPPORT



Moore et al., 2011; Muench et al., 2013; Muench, 2015

HOW DOES QUALITY CLINICAL SUPERVISION SUPPORT RESILIENCE?

Resilience exists when a person can bounce back and *thrive* from major challenges.



Quality Clinical Supervision...

- **increases**
 - **Counselor morale**
 - **Counselor skills**
 - **Connectivity to others in the field**
- **improves client outcomes**

(Ryan et al., 2012)

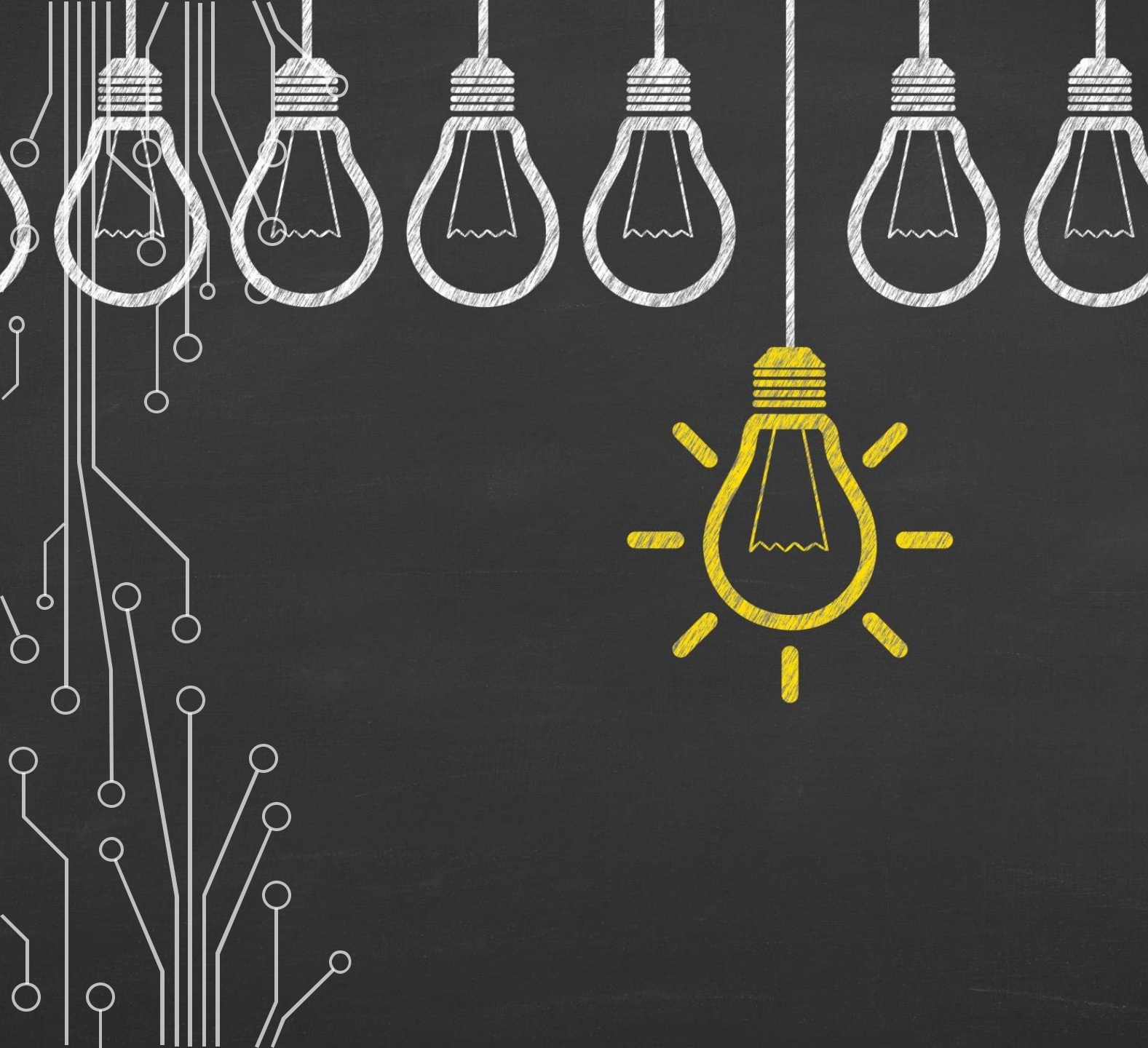


Tele-supervision has the potential to achieve the same benefits as face-to-face supervision and offers a very promising approach to supervision, particularly for geographically isolated practitioners.

(Martin 2017)

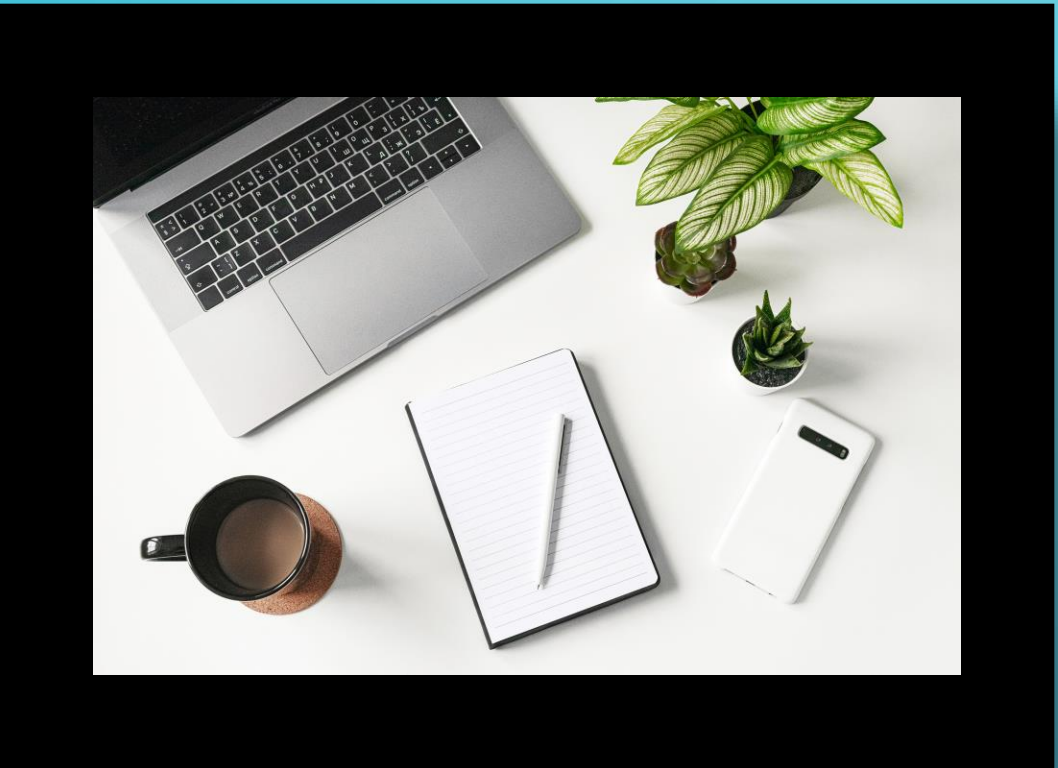
Reframe the Conversation

“The traditional methods of supervision are in wide use because they were the only methods available, not because research determined them to be the most effective. Making the assumption that the “old methods are best” may do the field a disservice by blinding us to new opportunities and alienating a younger generation of supervisees who identify with technology being integrated into every part of their lives.”



Tele-supervision has also been used in hybrid supervision models and is an exceptional supplement to in-person supervision, as it allows trainees to receive additional supervision, potentially with diverse supervisors with varied areas of expertise.

- (Soheilian 2023)



Tele-supervision offers an opportunity to overcome the tyrannies of distance, access and time.

However, improved access to technology and connectivity does not necessarily equate to **QUALITY** tele-supervision.

(Priya et al, 2017)

KEY POINT:

TECHNOLOGY ENHANCED
CLINICAL SUPERVISION
EXTENDS THE REACH
OF **QUALITY** SUPERVISION
TO SUPPORT THE RESILIENCY
OF STAFF



ETHICAL CONSIDERATIONS



DIGITAL HYGIENE

Taking care of yourself is now
an ethical consideration!

https://www.socialworkers.org/LinkClick.aspx?fileticket=UyXb_VQ35QA%3D&portalid=0

WHY VIRTUAL MEETINGS ARE MORE EXHAUSTING

- Our brains work harder to process the non-verbal cues we rely on in communication when they come over video vs. in-person.
- The silence of muted meeting attendees can be just as jarring as background noises or other distractions to the speaker.
- Low-quality video or sound and delays in feedback lead to automatic negative perceptions in listeners (stress), because we're more familiar with the immediacy of in-person conversation.
- We are not used to staring at colleagues close up and with the "constant gaze" that video meetings present. Eye contact in-person is more fluid and feels more familiar.
- We are also now staring at our own faces, which we are not used to seeing. This can trigger self-consciousness and add the mental effort of "performance."
- Many people multi-task during virtual meetings, which takes a toll on our energy and attention without regular breaks away from work for our brains to recover.
- Back-to-back virtual meetings don't allow for proper breaks. Even back-to-back in-person meetings might require a walk to a new room or change to seating position.
- To stay centered on our webcams, we can't move around in our chairs as much as we do during in-person meetings. Sitting in one position for too long is draining.
- We blink less staring at screens, which makes our eyes tired, irritated, and dry.



HEALTHY VIRTUAL MEETING GUIDE

Overall the technology we have is amazing! Imagine going through the pandemic without the virtual connection tools we have. However, the amount of time we're spending in virtual conversation increased exponentially overnight, and we're not well adapted to it yet. Here are some tips to assimilate technology into our lives to support our health and well-being.

MENTAL AND PHYSICAL WELL-BEING

- 1 Practice the "20-20-20" rule. Look at something other than a screen that's 20 feet away for 20 seconds every 20 minutes to avoid eye strain.
- 1 Move or stand at least once per hour. If appropriate, turn off your video and take a walk during meetings. Or, take short breaks to stand, stretch or move around with your video off temporarily.
- 1 Avoid eating during video meetings, as it's not pleasant for your viewers. However, don't skip out on fueling yourself when you need to! Not eating often enough adds to exhaustion. If you do need to eat during a meeting, turn off your video and microphone temporarily while you.
- 1 Plan intentional screen-free time into your schedule, especially around days that are meeting heavy. This includes screens used for leisure after work hours!
- 1 Avoid multi-tasking. Remember, your brain is already multi-tasking in new and different ways to process interaction over video. Limit distractions and practice focusing your attention on the meeting alone.
- 1 Turn off the "self-view" video so others can see you, but you won't see yourself. This helps reduce the mental effort of "performing". Or just keep your video off altogether if it's not required.
- 1 Shift from gallery view to speaker view so you only have to focus on one person at a time.
- 1 Take a moment to get centered before joining each meeting. Take a slow, deep breath to settle your attention and mentally transition to the new group. This can be done in 60 seconds or less, and will be great for you while not overly delaying your arrival to the meeting.
- 1 When feeling particularly drained by video meetings, pause at the end of the day to remember any benefits they bring: more comfortable attire at home? A pet snuggled next to you? A chance to connect with friends we can't see in-person? A moment of sincere gratitude and a deep breath can ease stress.

SOME PROFESSIONALS ARE....

...ethically astute but
struggle to keep up with the
technology.



...comfortable with technology but
less familiar with ethical codes.

UNETHICAL
UNETHICAL
 **UNETHICAL**
ETHICAL

**‘ADAPTING TO THE
NEW CULTURE WISELY WILL NECESSARILY
INVOLVE BOTH
UNDERSTANDING THE
ETHICAL PRINCIPLES
THEMSELVES AS WELL AS
DEVELOPING COMPETENCE
IN THE TECHNOLOGY OF THE
BURGEONING DIGITAL CULTURE.’**

(Lannin & Scott, 2013)

JULY 2017-NEW TECHNOLOGY STANDARDS FOR SOCIAL WORK

Starting to see more
Guidance!

https://www.socialworkers.org/includes/newincludes/homepage/PRA-BRO-33617.TechStandards_FINAL_POSTING.pdf

NATIONAL ASSOCIATION OF SOCIAL WORKERS
ASSOCIATION OF SOCIAL WORK BOARDS
COUNCIL ON SOCIAL WORK EDUCATION
CLINICAL SOCIAL WORK ASSOCIATION

NASW, ASWB, CSWE, & CSWA Standards for
Technology
in Social Work Practice



NASW, ASWB, CSWA, CSWE STANDARDS FOR TECHNOLOGY AND SOCIAL WORK PRACTICE-2017

STANDARD 4.12: SOCIAL WORK SUPERVISION

- Social workers who use technology to provide supervision shall ensure that they are able to assess students' and supervisees' learning and professional competence

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INTERPRETATION OF STANDARD 4.12

- Some social workers use technology to provide supervision in a timely and convenient manner. When using technology to provide supervision, social workers should ensure that they are able to assess sufficiently students' and supervisees' learning and professional competence and provide appropriate feedback. Social workers should comply with guidelines concerning provision of remote supervision adopted by the jurisdictions in which the supervisors and supervisees are regulated. Social workers who provide remote supervision should comply with relevant standards in the NASW Code of Ethics, relevant technology standards, applicable licensing laws and regulations, and organization policies and procedures.

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WHAT DOES YOUR STATE AND DISCIPLINE SAY ABOUT USING TECHNOLOGY IN SUPERVISION?



5 ELEMENTS OF TBCS



- Using Technology to Enhance Clinical Supervision. Rousmaniere and Renfro-Michel 2016

1. WHAT DOES YOUR SUPERVISION PROCESS LOOK LIKE?

Individual or Group
or Peer?

Live or On-line or
Hybrid?

What is the goal?
(licensure,
competence,
certification)

What theory of
supervision are you
using? (processing,
experiential)

What are your
philosophies on the
change process?

What are your
thoughts on the
Supervisory
relationship and
boundaries?



2. CONSIDER TECHNOLOGY AND ITS USE

CONSIDERATIONS



Cost and Availability



Compatibility and Maintenance



Technology Skills



Comfort and Ease of use



Training



Reliable Internet access



Security



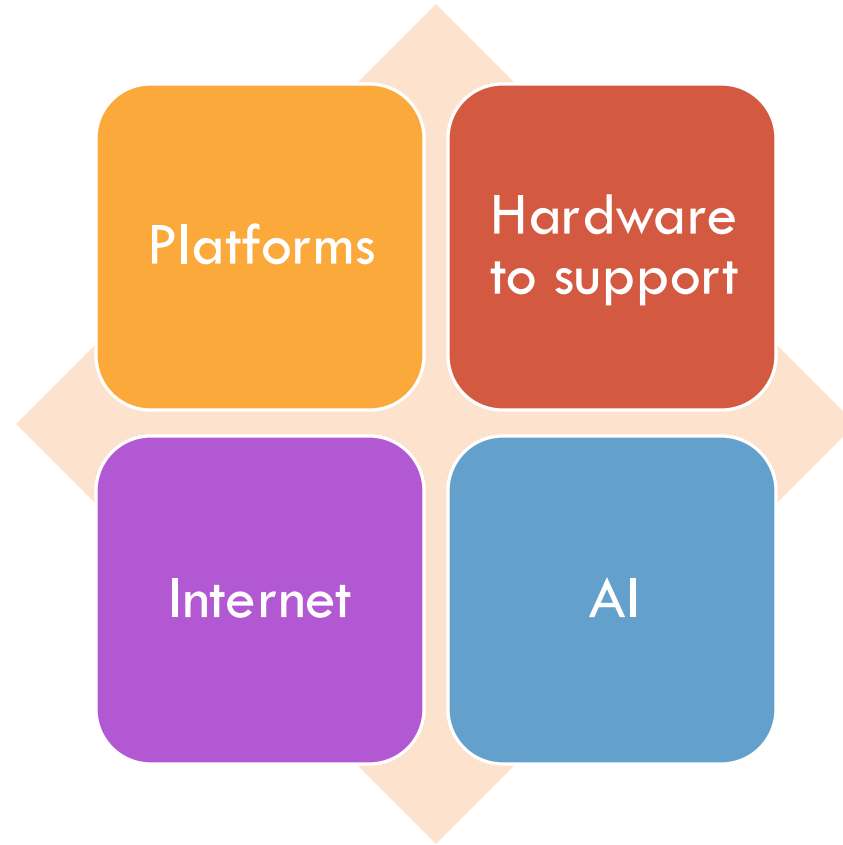
3. CHOOSING THE TECHNOLOGY YOU WILL USE



HOW CAN WE ENHANCE THE SERVICES
THAT WE PROVIDE WITH
TECHNOLOGY?

NOT: WHAT CAN WE DO WITH THESE IPADS WE GOT?!

THINGS TO CONSIDER:





TTAC

TelehealthTechnology.org

National **T**elehealth **T**echnology **A**ssessment Resource **C**enter

ASSISTANCE WITH CHOOSING A PLATFORM

National Consortium of Telehealth Resource Centers

<https://www.telehealthresourcecenter.org/>



TELE MENTAL HEALTH COMPARISONS.COM

-EXAMPLE OF A SITE TO HELP
IN RESEARCH

<https://telementalhealthcomparisons.com/>



4. LEARNING AND USING NEW TECHNOLOGIES





THINGS YOU CAN DO:

Be prepared to make mistakes and try new things!

Be knowledgeable about the technology that you are using

- Know about regulations
- Know about encryption, safety standards, what others are using or not using and why

Reducing Anxiety (yourself and those you supervise)

- Practice, Practice, Practice
- Have your first “virtual” session in person
- Do a test run with friends

Where you are doing the sessions

- Consider lighting, internet, noise, distractions

PATIENTS' ISSUES REGARDING USING TECHNOLOGIES FOR TREATMENT AND RECOVERY

- Make sure people understand:
 - technologies that may monitor them and their locations
 - how to use the technologies
 - what to do in the case of emergencies and service problems

5. HAVE A BACKUP PLAN



Things to Include:

- Emergencies (Both sides)
- Unexpected Events
- Making up sessions
- Technology Fails
- Internet Issues



Telehealth Tips

CAN YOU SPOT THE DIFFERENCE? WHY IS THIS AN ETHICAL CONCERN?



We want to duplicate in-person communication as much as possible. Reducing distractions and presenting a professional digital presence is important.

A VIDEO CONFERENCE IN REAL LIFE



<https://www.youtube.com/watch?v=JMOOG7rWTPg>

VIDEO CONFERENCING CONSIDERATIONS

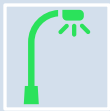
- The following are all just suggestions!

In the real world we may have to adjust to fit the current situation or resources. We might not be able to ensure all items are done, but we can determine in each unique situation, which are the priorities. The purpose of all of this is to equate in person connection as much as possible.

PRACTICE, PRACTICE, PRACTICE



Create a background free of distractions (doors, floors, ceilings out of view) Ensure clear space around your head and torso, nothing that looks like it is emerging from your body or head.



Lighting should be plentiful to add to clarity, poor lighting creates a grainy picture. Try LED Daylight bulbs if possible. Lamps in front of you can help to create crisp lighting.



If you use Video Backgrounds, limit movement. Unless you have extremely high-quality equipment, it can be distracting if you have a lot of movement.



Do not attend meetings on camera from your bed! Avoid beds and bathrooms being in the video frame. This can be interpreted as inappropriate and cause others to be uncomfortable

Centering self in middle of frame. You should see your entire head and part of your torso.

You should be looking directly at the camera on your screen, not down or up at the camera. You can use a box or something under your computer or raise or lower your chair to achieve this

Sound should be clear and free of echo. Try using headphones to reduce echo and improve clarity.

Try to reduce other background noises (kids/pets/sirens/power tools!) Even things like jewelry can cause more noise if picked up and amplified on microphones.

Wear situation appropriate attire. If you would not wear something to an in-person meeting, do not wear it on video. Wear pants!

Find a space with no pets or People, ask others in the home to remain out of your area while you are on video

Check room lighting, including windows and sunlight, adjusting as needed

Limit things that move on camera (fans, rocking chairs). In person these may not be distracting. On camera they can cause strobing effects with overhead lights (fans).

Check possible phones that might ring or make noise (e.g. landlines, cellphones, receiving email or text alerts)

Check your audio (e.g. headset, mic on computer/platform) and video camera on platform

If you do have a door to the room you are using, make sure it is shut to ensure that others in the house cannot hear your discussion.

Place “Quiet Please” sign on door to alert others in the home that you are on a conference call

WHAT OTHER THINGS HELP YOU IN THESE DIGITAL SPACES?



SUGGESTED ACTIVITY FOR STAFF OR DURING SUPERVISION

- Pair People up in a break out room
- Give feedback to your partner
- Good things you notice about their digital presence (sound quality, distractions, background, video clarity)
- Areas of improvement

ISSUES TO BE AWARE

Using a HIPAA compliant platform



Jurisdictional and licensing Issues



Proper training in use of technology and setting environment



Professional training to gain competency regarding the ethical use of this newer modality with clients and supervisees



Elements of informed consent and risk management when using video therapy with clients



LOOK...
THINGS ARE
CHANGING!

**OTHER EXAMPLES OF
BEST PRACTICES:
FLORIDA CERTIFICATION
BOARD-TELEHEALTH
PRACTITIONER
COMPETENCIES**

FLORIDA CERTIFICATION BOARD

Certified Telehealth Practitioner (CTP)	
Domain/Competency	
Domain 1: Client Care in a Virtual Environment	
1.1	Assess clients to determine if they meet established criteria for service eligibility.
1.2	Evaluate the client’s technological, cognitive, and communication capacities to participate in telebehavioral services, including the client’s access to equipment, connectivity, secure location for treatment sessions, and reading level.
1.3	Verify the client’s identity, location, and privacy at the beginning of each telebehavioral health session.
1.4	Adapt in-person techniques for creating a welcoming and distraction-free environment to a virtual setting by approximating an in-person relationship, fostering spontaneity; minimizing distraction and interruption; and maintaining a focus on the delivery of services.
1.5	Develop a workflow plan for service delivery that lays out the set of sequential tasks that occur before, during, and after a telebehavioral health encounter.
1.6	Engage clients in identifying dangerous situations, developing safety plans, creating advanced directives, and managing crisis or emergency situations.
1.7	Adapt communication skills to the virtual environment by setting the pace of verbal information exchange, using descriptive words, paying attention to voice projection, facial expression, and body language, and implementing other operational practices as needed to enhance communication and rapport building.
1.8	Establish and model appropriate behavior for telebehavioral health sessions through professional demeanor and dress, punctuality, audio and visual awareness, interpersonal courtesy, and attention to privacy concerns.
1.9	Follow evidence-based and best practice guidelines developed for in-person services while at the same time making the modifications needed to reliably implement services in a telebehavioral health session.
1.10	Collaborate or consult with the client’s primary or specialty care providers, clinicians, case managers, and other identified healthcare professionals.
1.11	Seek out service providers, including crisis and emergency services local to the client, and exercise judgment in making referrals, with special consideration of the management of urgent or emergent issues.
1.12	Select and adapt counseling methods, skills and techniques for telebehavioral health that are attuned to special populations (children, racial/ethnic, older adults, etc.), cultural factors, and the unique local and regional elements that impact rural populations.

Certified Telehealth Practitioner (CTP)

Domain/Competency

Domain 2: Technology and Telepresence

2.1 Prepare/orient clients to the technology needed for telebehavioral services in order to ensure that functional hardware and software are working, and provide ongoing technical assistance as needed to troubleshoot/respond to technology-related issues.

2.2 Use appropriate strategies for digital recording and storage of files and use compliant technologies for sharing and storage of files in accord with HIPAA regulations.

2.3 Establish a backup plan in the case of system failures or other technology issues and communicate backup protocols with clients in advance.

2.4 Maximize the sense of an in-person experience during the telebehavioral health encounter through attention to room configuration, security, lighting, angle and distance of videoconferencing equipment, and backdrops.

Domain/Competency

Domain 3: Special Legal, Regularly, and Ethical Responsibilities in a Virtual Environment

3.1 Be familiar and comply with all relevant laws and regulations for the jurisdiction in which the telebehavioral health services are provided and, as applicable, for the jurisdiction in which the client is located, to include mandatory reporting requirements and involuntary commitment protocols.

3.2 Educate clients about issues related to the security/confidentiality of their data, as well as privacy and other security issues inherent in technology-based services.

3.3 Document all services provided to demonstrate compliance with laws, best practices, and client safeguards, including confirmation of the client's identity, location, safety, and privacy/confidentiality.

**TECHNOLOGY-BASED
INTERVENTIONS ARE MOST
EFFECTIVE WHEN
COMBINED WITH HUMAN
SUPPORT, REINFORCING
HOW PROVIDERS WILL
REMAIN THE FOUNDATION
OF CARE FOR THOSE
SEEKING HELP...**



Muench, 2015



SMALL GROUP DISCUSSION!

WHAT WILL YOU CHANGE, IF ANYTHING AFTER ATTENDING THIS TRAINING?

ARE THERE THINGS THAT YOU NEED TO FOLLOW UP ON TO ENSURE GOOD QUALITY SUPERVISION AND TREATMENT WHEN USING TECHNOLOGY?



RESOURCES



Setting Up Your Workspace

1. Your environment

Make sure that the workspace where you conduct your video consultation is private which includes taking steps to ensure that other people are not able to overhear your session and make sure that you are not going to be interrupted in this space (e.g. signage on doors).

"Edit" your workspace before you video conference. Consider the types of objects that are visible in the background. You may like to include plants and artwork but remove any personal photographs or belongings or things that are distracting.

PRO-TIP *Keep windows and doors in mind. You are trying to create a private space for your client. You might like to consider not having windows or doors in your image to reduce the chance of some passing by or unexpectedly dropping in.*

2. Your lighting

Lighting can have a big impact on the quality of the experience for your client. Poor lighting conditions can make it difficult for clients to see you or be a source of distraction. You might like to experiment with the positioning of your setup to achieve the best lighting conditions. Some useful things to consider are avoiding backlighting (this happens when the source of light is positioned behind you – like natural light coming in from a window) and positioning yourself in a way that reduces shadowing of your face.

PRO-TIP *You might like to consider professional lighting, like a ring light, if you notice the lighting in your workspace is suboptimal.*

3. Background noise

Ideally your workspace is away from major sources of noise, especially other people talking. Other background noise like traffic can also make it more difficult for you and your client to hear each other and can also be distracting. Minimising sources of noise will improve the quality of the call for both you and the client.

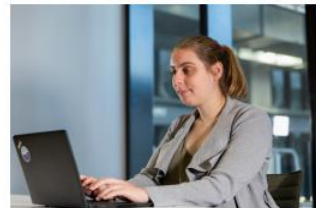
If background noise is an issue for you, consider using a lapel microphone or headphones with inbuilt microphone to pick up your voice more directly

PRO-TIP *Don't forget to turn off your phone ringtones and other alerts!*

4. Attire

As well as dressing professionally, bear in mind that some cameras can have difficulty with striped or patterned clothing that can create some optical illusions.

PRO-TIP *Consider dressing in colours that contrast with your background.*



HELPFUL TECHNOLOGY RESOURCES

SUPPORT AND RESOURCES (GRANTS)-HRSA

[HTTPS://WWW.HRSA.GOV/RURAL-HEALTH/TELEHEALTH](https://www.hrsa.gov/rural-health/telehealth)

HRSA

Health Resources & Services Administration



Center for Community
Engagement & Collaboration



RESOURCES

American Psychological Association -
*Guidelines for the Practice of
Telepsychology*

<https://www.apa.org/about/policy/telepsychology-revisions>

American Psychiatric Association –
Telepsychiatry Toolkit

<https://www.psychiatry.org/psychiatrists/practice/telepsychiatry/toolkit>

National Consortium of Telehealth
Resource Centers

<https://www.telehealthresourcecenter.org/>



THANK YOU

You are AMAZING!

