**Welcome to Quiet Healing Counselling & Yoga – Video Conferencing & Phone Based Sessions.**

This information sheet is designed to supplement the original Quiet Healing Information About Counselling Sheet. It is intended to clarify the process, risks and benefits of accessing counselling with Jody Francis at Quiet Healing Counselling & Yoga in a video conferencing or phone format. You are invited to ask any questions you have about the information on this sheet and discuss it more fully with your counsellor.

**Video Conferencing & Phone Based Sessions – The Basics**

Video Conferencing and Phone Based sessions are an evidence-based alternative to Face to Face Counselling. Research suggests they can be as effective as face to face sessions.

To use videoconferencing, you will need a smartphone, I-pad or computer with a camera and a microphone. You will need an email address and will need to download the WebEx app onto your device in order to access the appointment.

**Privacy**

For sessions accessed via video-conferencing your counsellor is using a software program called Zoom. According to their website the encryption rate listed for Zoom is AES 128 – bit and TLS 1.2. This meets the requirement for HIPPA (USA) PHIPA and PIPEDA (Canada). This means that there are protections on the software to help increase privacy and reduce the risk of a breach in privacy. For additional information regarding their privacy standards and tips on privacy, visit the following link: <https://zoom.us/security> .

To help ensure the privacy of your sessions, your counsellor will continue to work from either the Quiet Healing office space or a secure home office space and invites you to access the session in an area relatively free of distraction and in an area of privacy.

**Risk/Challenges**

While engaging in videoconferencing has many benefits, there are some unique risks that are outlined below:

* Using videoconferencing or phone for counselling might feel uncomfortable initially and it may feel a bit stressful to get the initial software set up.
* It may be annoying or irritating for technology to unexpectedly pause or not work the ways in which you would like it to.
* At times your counsellor may have to ask more descriptive based questions to better understand your present moment experience.
* If you disclose imminent threats or risks of harm to self or others, you counsellor may need to utilize more intrusive means to help ensure your safety.
* As with any technology, your counsellor cannot guarantee your privacy.

**Benefits**

* On-line counselling can be a rich and beautiful counselling environment
* You may be able to have your session from the comfort and privacy of your own home.
* It may be a helpful option in moments of self-isolation and/or social distancing.
* You may find it is easier for you to share your thoughts and feelings through a videoconferencing or phone format.

**Accessing Your Appointment**

Via phone: If you are connecting by phone, your counsellor will phone you at your pre-determined appointment time and conduct the session on the phone, allowing for auditory connection.

Via videoconferencing: You will receive an email inviting you to connect through Zoom using the link that is provided in the email prior to your session. You do not have to have a Zoom account to attend a Zoom session. You will be prompted to download the software, once you have clicked on the link that you have been provided. You may also wish to create an account, but that is not required to participate in a Zoom session. The system may request a Meeting ID or Password which will be provided in your invitation email. Enter this into the provided space and you should be directed to your meeting.

For a visual display of how to access your zoom meeting you may find this link helpful.

<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

If you struggle with any of the steps, please contact me at [quiethealing3@gmail.com](mailto:quiethealing3@gmail.com) or

(587) 370-7339 and we will work together to address any challenges.