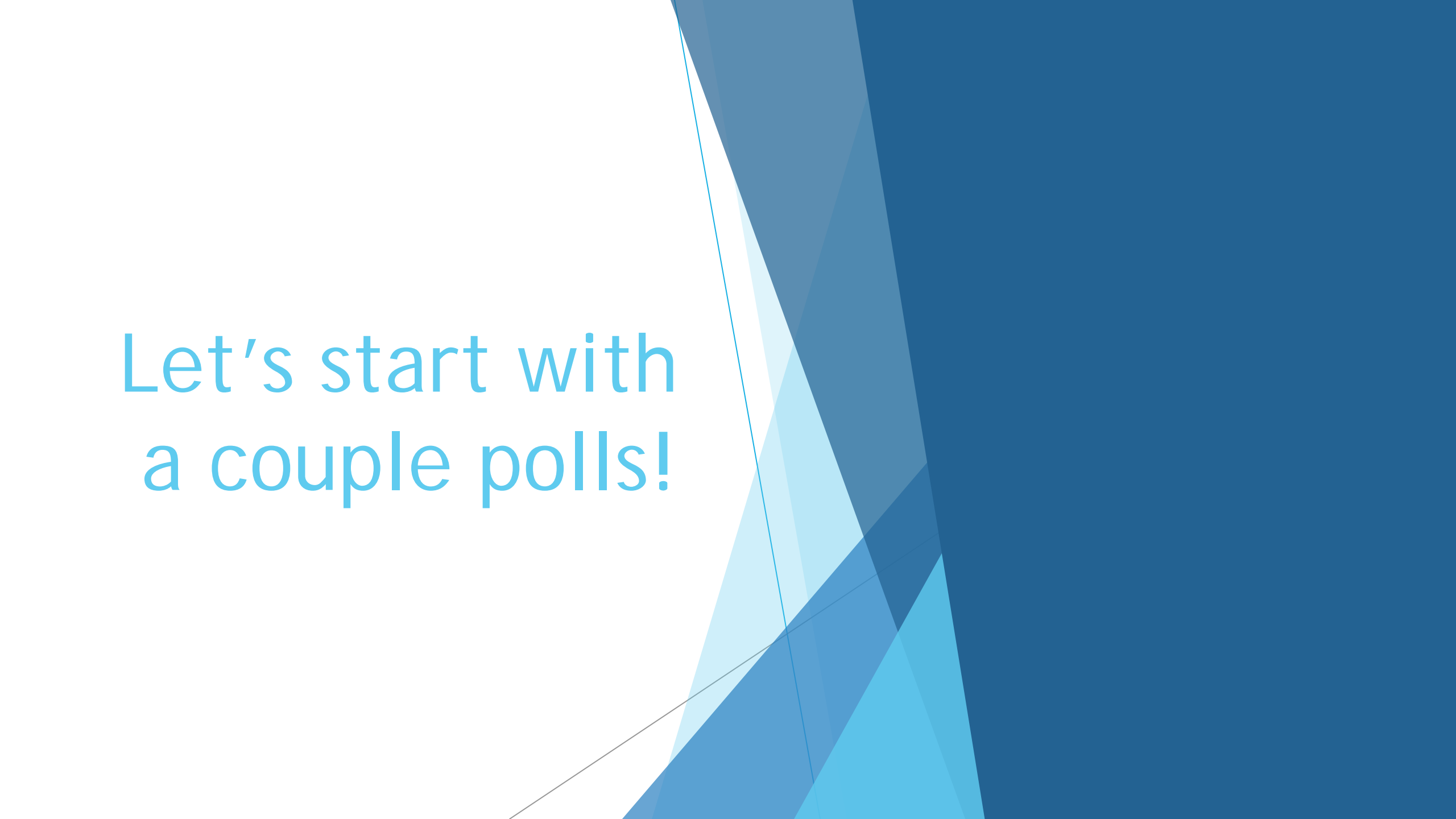


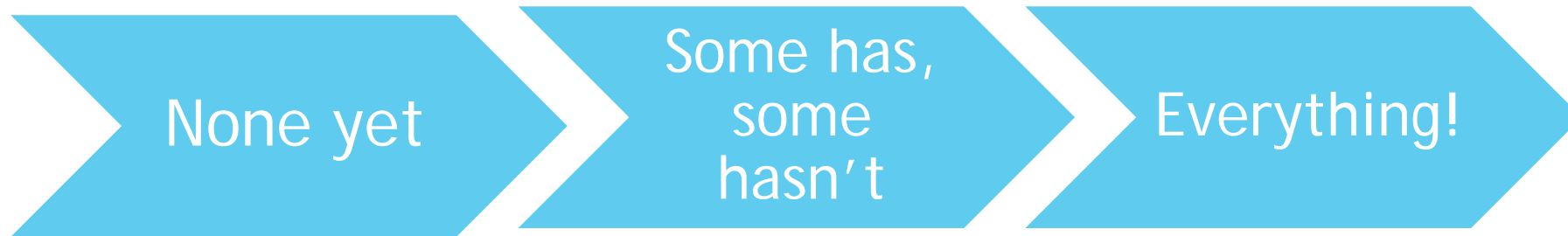
Video Counselling Best Practices



The background features a series of overlapping, semi-transparent blue geometric shapes, primarily triangles and quadrilaterals, that create a dynamic, layered effect. The colors range from a light sky blue to a deep, dark navy blue. The shapes are positioned on the right side of the frame, extending towards the center.

Let's start with
a couple polls!

How much of your service has moved to video during the pandemic?



How confident do you feel about delivering service by video?

Still lots to learn

Pretty confident

We've got it figured out!

Agenda

- ▶ Sources of Knowledge
- ▶ What is video counselling/e-counselling?
- ▶ Informed Consent- Key factors
- ▶ Assessing whether or not client is appropriate for video modality
- ▶ Tips for counsellor and clients
- ▶ Engagement
- ▶ Case Management/ Community Based Services
- ▶ Other Considerations

Sources of Knowledge

- ▶ Catholic Family Working Group formed in Summer 2019
- ▶ Developed policies, procedures, consent that align with
 - ▶ Practice alerts, standards and guidelines from CAP, ACSW, CCPA
 - ▶ Catholic Family's Accrediting body

What is Video Counselling/E- counselling

- ▶ Many terms and definitions that vary- telemental-health, e-therapy, e-counselling, video counselling, telepsychology etc.
- ▶ Any service being delivered by the use of technology (chat, video, etc.)
- ▶ Can be an adjunct or alternative to face to face offerings
- ▶ Why does this matter
 - ▶ Must have clear informed consent conversation with client over and above regular informed consent requirements when engaging in delivering service through technology, particularly full sessions by video

Informed Consent- Key Factors with delivering service by Technology

- ▶ Helpful for wraparound service delivery, especially now!
- ▶ Client needs to be made aware of risks and benefits of engaging in communication in this way
 - ▶ Helps us stay connected at this time
 - ▶ Some clients prefer communicating in this way
 - ▶ Allows for cohesive service delivery
 - ▶ Technology is not 100 percent secure
 - ▶ Not just about “hackers”
 - ▶ Consider other factors- who has access to email, who is reading text messages over shoulder etc. Support clients in understanding these risks

Informed Consent- Video Counselling

- ▶ Full counselling session service delivery requires an additional informed consent process
- ▶ Recommend a separate form altogether, or amendments to your existing consent form
 - ▶ For children and youth need guardians consent, and assent for child
- ▶ Key Pieces:
 - ▶ Risks and benefits
 - ▶ Can miss cues, body language, etc.
 - ▶ Great alternative at this time!
 - ▶ Technology limitations- breaks in connection etc.

Informed Consent: Key Pieces cont.

- ▶ Confidentiality
 - ▶ Regular limits apply
 - ▶ Explain additional steps being taken
 - ▶ End to end encrypted platforms
 - ▶ Where are you at the time of session? Where are they?
- ▶ Emergency Situations
 - ▶ Process for urgent situations
 - ▶ Ie. Dropped call, or client ending situation when risk factor present
 - ▶ Video access is not 24/7- client made aware of how to contact outside of session
- ▶ What Client must provide:
 - ▶ Confirm they are in Alberta at the time of session (differs by governing body)
 - ▶ Current location (to ensure we can respond to urgent situations)
 - ▶ Confirmation to no recording

Tips For Successful Delivery

- ▶ Assessing client “fit”
 - ▶ At CFS we don’t screen anyone out but are certain situations we assess more closely
 - ▶ Active psychosis
 - ▶ High Suicide Risk
 - ▶ Domestic Violence
- ▶ Always ask for location and info about who is present!
- ▶ Appropriate ages?
 - ▶ Creative applications for younger kiddos

Tips for Clients

- ▶ *Location: Try to find a quiet place for us to hold the session. Can you be overheard? If you can or you are worried that you might be, try to address this so that your session can remain confidential.*
- ▶ *Sound: A pair of headphones with a microphone attached can be very helpful for us to hear each other and allow you to speak at a comfortable level, but are not necessary if you do not have them. See if you can test your sound and computer/headphone microphone ahead of time so we don't spend session figuring it out.*
- ▶ *Interruptions/Distractions: Close other computer programs (browsers, applications, other online communication tools) - these can be both distracting and slow down your internet connection! Also, please place your phone on "do not disturb" so that your full attention can be given to the session.*
- ▶ *Back-Up: Sometimes technology fails! If the video gets dropped I will be the one to try to video call you again on the same platform. If that attempt fails then I will call you on the telephone. Please remember that if the call gets dropped and I am concerned for your safety I may have to break confidentiality by call 9-1-1 to ensure you are safe.*
- ▶ *After session: Leave some time to process what we talked about before going back to your day-to-day life.*

Tips for Counsellors

- ▶ Include buffer time for set up of your session to allow time to adjust your equipment - getting the iPad, your headphones, and getting it propped up in a way that you don't need to hold it (a moving video can make yourself/the client nauseous).
- ▶ Position camera to make natural eye contact
- ▶ Use a pair of headphones that have a microphone attached - this helps to protect your client's confidentiality and will help you hear better/cut down on feedback.
- ▶ Pause after speaking to take turns in conversations and avoid interruptions
- ▶ Pay attention to tone of voice and words! Body language becomes less significant when you are on video so our words and tone need to make up for it.
- ▶ When starting the session check in with the client as to whether or not they are in a safe location and who else might be present in their space (children, roommates, etc.)

Client Engagement

- ▶ Normalization of new way of communication
- ▶ Use your rapport building skills- focus on tone and visible non-verbals
- ▶ Be flexible!
- ▶ Increase your own comfort- practice!
- ▶ Get to know your platform
 - ▶ Screen share of assessments and surveys
 - ▶ Whiteboard
- ▶ Get creative with different populations
 - ▶ Teens- screen share- youtube videos, art, games on the white board
 - ▶ Children- use parents to help set up activities in advance
- ▶ Use judgement related to time and space

What about Case Management/Community Based Services?

- ▶ May look more informal
- ▶ Certain populations may not wish to engage in video
- ▶ Structured Appointment times may not work for some individuals currently
- ▶ Structured session may not work for certain individuals currently
- ▶ Factors to consider:
 - ▶ Is phone or text the better modality?
 - ▶ Phone versus video efficacy
 - ▶ Check-in session versus formal
 - ▶ Still remembering consent conversations and risks and benefits

Other Considerations

- ▶ Supervision/Consultation:
 - ▶ Use Video!
 - ▶ Keep regular processes as much as possible
 - ▶ Plan for urgent situations
- ▶ Insurance

Questions and Comments

- ▶ Questions
- ▶ Take-aways

One more Poll!

Today's conversations gave me new things to think about regarding video delivery service

Nothing we
didn't know
already

A few key
pieces to
take away

Lots we can
incorporate!