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Tele/video-conferencing Consent Form

Prior to starting video or tele-conferencing services, it is important to know, understand, and agree to the following:

1. There are potential benefits and risks of tele/video-conferencing (e.g. limits to client confidentiality) that differ from in-person sessions.
2. Confidentiality still applies for tele/video-counselling services, and nobody will record the session without the permission from the others person(s).
3. We agree to use the video-conferencing platform selected for our virtual sessions ([Doxy.me](https://doxy.me), which is HIPPA and PIPEDA compliant), and the counsellor will explain how to use it.
4. You need to use a webcam or smartphone during the session.
5. It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
6. It is important to use a secure internet connection rather than public/free Wi-Fi.
7. It is important to be on time. If you need to cancel or change your tele-appointment, you must notify the counsellor in advance by phone or email.
8. We need a back-up plan (e.g., phone number where you can be reached) to restart the session or to reschedule it, in the event of technical problems.
9. We need a safety plan that includes at least one emergency contact and the closest ER to your location, in the event of a crisis situation.
10. You should confirm with your insurance company that the video sessions will be reimbursed; if they are not reimbursed, you are responsible for full payment. FNHA and ICBC require the use of secure platforms for reimbursement.
11. Unfortunately, we are not able to take credit card information over the phone at this time. Payments can be made via email money transfer or at the time of booking online. Please send your email money transfer to: info@victoriacounsellingandtherapy.com.
12. As your counsellor, I may determine that due to certain circumstances, telecounselling is no longer appropriate and that we should resume our sessions in-person.

If there is an emergency, please call a crisis line, 911, or go to your nearest hospital emergency department. Crisis line numbers can be found in the resources section of my website and are listed below for your convenience:

- Vancouver Island Crisis Line 1-888-494-3888
- Province wide 24/7 crisis line: 1-800-SUICIDE (1-800-784-2433) • BC-wide Mental Health Support: 310-6789
- Kids Help Phone: 1-800-668-6868

Client Consent to Tele/video-conferencing

I have read this statement, had sufficient time to consider it carefully, asked any questions that I needed to, and understand it. I understand the limits to confidentiality required by law. I understand the fee per session and my rights and responsibilities as a client, and my counsellor's responsibilities to me. I know I can end therapy at any time I wish.

Client Name and Signature: _____
Date: _____