



Frequently Asked Questions about Telehealth Video Counselling for Children & Teens

Will the time I meet with my counsellor be private?

Yes, it can certainly be! Of course, as you're not meeting in the same space, your counsellor isn't able to create the same environment. Here are a few things you and your counsellor can do to make your time private:

Your counsellor:

- Will make sure that they are in a private space during your time together;
- They will limit all distractions so that they can fully focus on you;
- They may use headphones to hear you better;
- They will be ready and may have paper and pen, books, music or other things they may want to share during your time together.

You *with the permission of your parent/guardian*:

- Can pick a space that is a little more private in your home;
- Can use headphones to make your conversation with your counsellor more private;
- Can prepare for your session by:
 - limiting the distractions like turning off the TV, silencing notifications, and maybe asking your parent if they can help keep your little brother or sister busy 😊;
 - connecting with the video session ahead of time to make sure everything works;
 - assembling anything (e.g., poem, book, drawing, markers) you might want to share with your counsellor.

If you are younger, you will need your parent to set you up. You might also want your parent's help in setting up your private space.

Will it feel the same as meeting in person?

It probably won't feel the same. We'll work together to make it feel special and safe for us to connect in the way we do in person. Don't hesitate to share your thoughts and feelings about this new way of coming together. Some children and teens like connecting over video. They appreciate being in their home, surrounded by some of their favourite things, while talking to their counsellor.

**My friends talked about strangers trying to join video calls.
Will that happen when I meet with my counsellor?**

We are taking lots of important safeguard measures to keep our connections safe and private.

- We are using a *waiting room* so that the counsellor only *allows in* the participants that should be in the session;
- We are making passwords mandatory to join video sessions;
- We are only sending video session invitations by email to the intended children, teens & parents/guardians. We will never post links to any meeting on social media or on our website;
- We are making sure that we have end-to-end encryption enabled on our Zoom Telehealth accounts (that means that our words and images get all scrambled up and that no one can tell what we say and what we do). Here's an interesting video explanation of encryption https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=2ahUKEwjv0I31tevoAhVmHzQIHbKMDB4QFjABegQIDBAJ&url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DMU1Scwxc_RU&usg=AOvVaw3hS6yPqs6uybw6FZQDO8Lu.

We are using a video system called Zoom Telehealth and we chose it because it has very good standards and functions to safeguard your privacy (including HIPAA & PIPEDA compliance). We have included some information about Zoom Telehealth safety settings and some links on the parent & caregiver FAQs and encourage you to have a look there if you want to know more. However, there are definitely some limitations to any internet activity that include:

- Internet or wi-fi connection interruptions or failures;
- technological communication is not guaranteed to be fully secure;
- private space for those connecting on telehealth platforms.

We need your help in making our connections as safe & private as they can be:

- Do not share the email invitation and the information included with anyone other than your parents/guardians
- Do not record our time together or take a screenshot of the screen when we connect. We will not record our session either *unless* we get your consent and your parent's written consent to it, like we would normally do.



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What else does the Children's Grief Centre do to keep me safe?

We will manage any risks associated with what is shared in telehealth video sessions in the same way we would do during a face to face interaction:

- The goal of counselling is to increase well-being, but we know that you might experience some difficult feelings and thoughts when we meet and connect about what's going on in your life.
- We procedure regarding limits to confidentiality:
 - This means that we are required to report imminent risk of suicide, physical harm to others, and/or child or dependent adult abuse or neglect. If your file is subpoenaed in court, we are required to release information;
 - We will need to inform your parent or guardian. We may also need to notify emergency services so that you can get the help you need to keep you safe.
- If for some reason our connection breaks down during our video session, we will call you on the number we have on file;
- If you participate in one of the Children's Grief Centre's support groups, we will ask that you respect the privacy and confidentiality of other group participants.

We're not meeting in person so it's probably okay if I forget to let you know that I'm sick or need to change my session to another day, right?

Actually, we do want to know of any cancellation ahead of your session time. It's okay if you need to change the day. If you let us know, we will be able to use your scheduled appointment for another child or teen who needs support.