

As we learn to adapt to a new way of life to protect ourselves and others from the COVID-19 coronavirus, the Living with Advanced Illness Centre been working on modifying services so that we can continue to support families.

We are pleased to offer groups along with counselling and supports on the phone, email, and via a secure video platform. Be assured that this transition has been thoughtful in ensuring responsive, safe, and ethical practices. We continue to uphold the same professional standards to meet and exceed requirements related to safety, privacy and confidentiality (including any records of counselling and support). We are using the Zoom Telehealth video platform which is HIPAA-compliant and has encryption on both ends. You can find more information about Zoom's security measures here <https://blog.zoom.us/wordpress/2020/04/01/a-message-to-our-users/> and <https://blog.zoom.us/wordpress/2020/04/01/facts-around-zoom-encryption-for-meetings-webinars/>.

While there are multiple advantages to using Telehealth methods, there are also limitations, including:

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

We recognize that our interactions will likely be different from what they are when we meet face to face. Together, we will find ways to make the best out of our time together.

Here are some things we are doing to make our Telehealth support through Zoom the best it can be:

- We have remote work spaces that are private and confidential;
- We are using the best and most secure level (Telehealth) of the Zoom video platform;
- We will send you an invitation to join a Zoom video session through email with a password and will apply the most strict privacy settings for our sessions;
- We have done training in providing telehealth care;
- We continue to use the same secure & confidential database for our records;
- We will always check-in with you about your comfort level with using phone, email, and secure video sessions.

Here is what you can do to make the best of our time together:

- Find a more quiet or private space in your home;
- Use headphones so that others don't hear the other side of the conversation. You might also find that you can hear better and don't need to speak as loudly. Many headphones have integrated microphones as well;
- Reduce distractions and make this time a special time for yourself. Make a cup of your favorite tea or have some paper to make notes or draw while you connect with your counsellor.

Your consent can be revoked at any time in writing. If you have any questions or concerns, please talk to your counsellor about them.

I hereby consent to participating in Telehealth support through Zoom with the Living with Advanced Illness Centre.

---

Name of Client

---

Date

---

Name of Caregiver

---

Date

---

Name of Volunteer

---

Date