

AUDIO/VIDEO INFORMATION

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Online Audio/Video Therapy Information

FOR VIDEO THERAPY:

What do I need to have to be able to do online video therapy?

- Internet Connection: 1.5 Mbps (Uplink & Downlink)
- Operating System: Windows XP SP3 or later, Mac OSX 10.7 or later
- Processor: Dual Core 2GHz or higher
- Memory: 4GB RAM
- Peripheral Requirements
 - Headset (w/ attached microphone)
 - Built-in or external (USB) webcam.
 - Email access and web browser to connect to OWL

How do I connect to OWL to have my session?

Your therapist will email you the link to connect to the meeting at the time and date of your session. At the time of your session, you click on the link in the email and it will open a web page for you to start the session. Expect your therapist to log in at your session time to the meeting in OWL.

What safeguards are in place?

The OWL platform Zoom is end-to-end encrypted with Advanced Encryption Standard (AES) 256 bit algorithm. OWL is “we take the security of your data very seriously. Our first priority is keeping all the practice data you entrust to the Owl Practice system safe and secure. See more here:

<https://faq.owlpractice.ca/is-owl-practice-secure>

Your therapist will be using a secure internet connection. Sessions will not be recorded unless permission has been granted. Your file and notes are kept secure. Confidentiality is maintained according to the information outlined in the Disclosure document.

What happens if we lose connection (i.e. the power goes out, our computers freeze etc.)?

If you are still online, but your therapist has gone offline, they will try to reconnect to you.

After 10 minutes, your therapist will contact you by phone.

After 15 minutes of no contact either online or by phone, we will deem the session to have ended early and other arrangements will be negotiated for fees/makeup time in the future.

Unexpected Delays

Expect your therapist to contact you prior to the appointment if there is a problem with the computer or internet connection. If you do not hear from your therapist and they are not there at the time of the meeting, kindly wait for 5 to 7 minutes; your therapist might be facing some technical difficulties. If your therapist is not there after 10 minutes, you can expect a phone call. You can both decide if you want to have the session by phone or rebook for another time.

FOR AUDIO (TELEPHONE) THERAPY:

Verification of Identity Process (used for Telephone services)

You will be asked to appear in person/on camera for the first session. You and your therapist will setup a process to verify your identity if you are using telephone therapy (or if video therapy does not work for some reason and you agree to use the phone instead). This process may include the use of code words or security questions. For example: “Are you in a safe space?” And the agreed answer would be something like “safe & ready to proceed”.

FOR AUDIO (TELEPHONE) & VIDEO THERAPY:

Verification of location

Your therapist will ask you about your actual location (address) at the beginning of each session to decide whether it is appropriate to carry on the session. There are limitations to the locations where we can provide services, for example, outside of Canada. Also, for your safety, the therapist needs to know your exact address in case of an emergency.

Payment Methods

Payment must be made 24 hours prior to the session date. Complete payment indicates that you have agreed to the next session. The therapist will email you the receipt after the session.

Situations when phone and online therapy does not apply

- Living outside Canada: for now, we only serve clients who are living in Canada.
- Clients 14 years old or under: it has not yet been determined what age a child should be before online therapy may be helpful. Alternatives include:
 - o If you are in Canada, call the Kids’ help phone at 1-800-668-6868.
 - o Make an appointment to talk to the school counsellor.
 - o Talk to an adult that you can trust and ask him or her to help you find a therapist.
- Victims of violence: we do not recommend online therapy if you have experienced violence in the past three months. There are many sensitive issues that are best handled by face-to-face therapy. If you believe that you are in danger right now, call 911 now.
- Violent with others: the issues related are too sensitive and too much is at stake. Research does not yet exist to guide our practice in this area. At this point, we believe that face-to-face therapy is the best approach to help people become non-violent.
- Other situations may occur and based on your therapist’s assessment, they may decide that online therapy may not be suitable and recommend instead face-to-face therapy. Your therapist will provide you with local resources near you.

A Private Place and Time

It is very important to take responsibility for your privacy. You need to make sure that you and your **phone or** computer are in a private place. You need to be conscious of who is nearby or who can show up in your private space.

- Public Space: It is very easy to **use a phone or** have internet access in a lot of public places. Please consider the emotional nature of therapy. As you may experience strong emotional reactions, we recommend NOT using a public space for your therapy session.
- Workspace: Some employers keep track of what employees are doing online using the company’s internet connection.
- Home space and time: Consider a good time when you will not be regularly interrupted by or overheard by family members or have to get up to answer the door or the phone.

If you are unable to plan a way to ensure the privacy of your setting, face-to-face therapy may be more appropriate.

Experiencing a Crisis or Suicidal Thoughts

If you are contemplating suicide or homicide, call your local crisis line. Phone numbers can be found online. Alternatively, call 911 or go to the nearest hospital with an emergency department.