

## **Addendum to Informed Consent**

This addendum supports your informed consent process and client orientation form by outlining support and counselling formats available to you in adherence with Covid 19 Emergency Response and public health directives. The options below include phone and video conference which you may opt for in place of in-person support and counselling services.

Please review the following information carefully and indicate by initialing the appropriate box below which of these alternate methods of service delivery best meet your needs for support and counselling services. Please note that you may choose more than one option.

### **Option 1 – Telephone counselling**

Counselling over the telephone provides the most secure form of communication beyond in-person counselling. While some aspects of communication are impacted, phone counselling remains an effective form of supporting clients. Challenges include ensuring all callers are able to receive a strong and consistent signal, all participants are in a private space with no interruptions, and multiple participants can access the call. *It is important to recognize that counsellors will maintain boundaries around the use of this form of communication, reserving the right to only converse about therapeutic issues during scheduled counselling times.*

I agree to this type of service  (Client initial)

### **Option 2 – Secure Zoom Video Conferencing and/or MS Teams (approved service for clients referred by Ministry of Children and Family Development)**

An enhanced version of the Zoom video conference application is contracted by Hollyburn Family Services to meet provincial and national privacy standards for protection of your personal information. This includes an agreement ensuring no recording or use of your personal information by the application. The enhanced version requires the service provider (Zoom) to notify immediately and take measures to secure any breaches should they occur. *Due to the nature of web-based communication, Hollyburn cannot guarantee confidentiality due to the possibly of breached or non-existent security walls, existence of malware, and multiple users on client computers, servers and systems. Accordingly, neither the counsellor nor Hollyburn can be held responsible for loss of information or breach of confidentiality while using this platform.*

I agree to this type of service  (Client initial)

MS Teams is the approved video Conferencing platform for all clients referred for support and counselling services by the Ministry of Children and Family Development (MCFD).

I agree to this type of service  (Client initial)

### **Why we do not use other forms of electronic communication for counselling**

Your privacy is our priority concern when delivering counselling services. As noted, most electronic and web-based communication is at risk of breach of privacy as the information passes through multiple sites, services, and computers, which increases the likelihood of misdirection, misidentification, or interception. As such, our counsellors and support workers will not engage in communication regarding specific issues

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related to your counselling in any form other than telephone (voice only) or Secure Zoom video conference. This includes text, facetime, or email.

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Client signature(s)

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Date