



The Phoenix Centre
for Children & Families

Policy and procedure for video conferencing [DRAFT]

Approved by:

Policy Number:

Date:

Section: Electronic Technology

Distribution: Agency

Category: Video Conferencing as a Means of Client Communication

VIDEO CONFERENCING AS A MEANS OF CLIENT COMMUNICATION

POLICY

The Phoenix Centre is implementing a video counselling platform for use with clients. The system is secure and communications are confidential. In order to ensure that client communication stays confidential the following process is to be followed.

PROCEDURE

If the clinician determines that video communication is an appropriate method for connecting with clients, they should take the following steps with the client prior to setting up a counselling appointment via video.

- Ensure that the client has a computer or other device that possesses a working camera and microphone
- Ensure that the client is able to find a safe space where they will not be seen or overheard by others
- Ensure that the client will not be driving at the time of the appointment
- Establish a Plan B with the client in case the video connection does not work or fails during the appointment (e.g. the counsellor will phone the client, the counsellor will send a text message to the client)
- In situations where there is potential risk, create a safety plan with the client (e.g. if a parent approaches the room the client has the counsellor's permission to close the conference. The client also opens a game online prior to the session so they can be seen to be playing when the parent enters the room)
- Inform the client that the first part of the first session will require sorting out some technical issues