
Peak Resilience

Zoom Counselling Informed Consent



I, _____ (Print your name) am choosing to receive counselling sessions at Peak Resilience via the Internet and Zoom (<https://zoom.us/>). By choosing this option, I understand:

About Online Video Sessions

- Zoom is an online communication tool allowing face-to-face video, voice, or text-based chat/dialogue. Zoom calling is encrypted to protect sensitive information and Peak Resilience's use of Zoom is PIPEDA compliant (Canada's Personal Information Protection and Electronic Documents Act). *Currently, Zoom requires our data to be stored on servers in the US and Canada. PIPEDA does not impose any data localization requirements. This means, data does not need to remain in Canada in order to comply with PIPEDA. As long as adequate transfer mechanisms are in place, Canadian data can be stored in the United States.*
- For more information on how Zoom keeps its client's information private and the government of Canada's PIPEDA guidelines, please visit and review the information at the links below.
 - https://zoom.us/docs/doc/PIPEDA_PHIPA%20Canadian%20Public%20Information%20Compliance%20Guide.pdf
 - <https://www.hhs.gov/hipaa/index.html>
- Zoom software is available on any computer or smartphone/tablet. Ensure that your device is password protected and only you have access to the password. In addition, use a password protected private Internet connection when on a Zoom call. You may wish to choose a username that does not identify you by name to ensure more privacy.
- Any Internet-based communication is not 100% guaranteed to be secure/confidential. Your counsellor has made every reasonable effort to implement technical security measures that reduce risks of a confidentiality breach.
- I have read the privacy and encryption information for Zoom and I agree that my counsellor and Peak Resilience should not be held responsible if any outside party gains access to Zoom account information or transaction by bypassing online security measures.

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- Video sessions can be utilized at the request of the client or counsellor when in-office sessions are not convenient or possible due to health or non-health related reasons.

My Responsibilities as the Client

- I am responsible for ensuring confidentiality by closing other programs on my computer while in a video session, planning ahead to minimize distractions, and not answering calls or text messages while on the Zoom call.
- I also agree to be online five minutes prior to the scheduled e-session appointment (preferably in a quiet room alone with the door closed). Headphones may be used to increase privacy of sessions.
- I agree that I will not use Zoom in an emergency situation that needs immediate attention, whereby I am considering harming myself or someone else. If a life threatening crisis should occur, I agree to contact 9-1-1 or the 24 hour suicide hotline at 1-800-SUICIDE, or go to the nearest Emergency Room.
- I agree to pay via credit card provided to the counsellor prior to my first session, and will discuss with my counsellor if I do not have access to a counsellor
- I agree to read the [general informed consent form](#) in addition to this form prior to starting video counselling sessions.

Counsellor Responsibilities

- The counsellor will Zoom call the client at the scheduled appointment time.
- The counsellor will ensure to be alone in their office with a high quality, password protected wireless Internet connection.
- The counsellor will ensure all other distractions such as phone calls are eliminated during the video counselling session.
- Technical problems may occur. If a call is disrupted, the counsellor will call back unless technical difficulties persist. In such cases, the session can be continued via phone or rescheduled via phone or email, depending on the client's preferences.
- If technical problems persist and the client does not want to continue the counselling session over the phone, the price of the session will be prorated based on the amount

of time that has elapsed. For example, if half the session time has elapsed before the technical problems begin, the client will be charged for half the session.

- If payments aren't collected from the client prior to each session, it must be processed immediately after each session. Payment can be made via credit card number provided to the counsellor for safe, encrypted, online processing.

My signature below certifies that I have read and understood the above information:

Name of Client	Client Signature	
Name & Registration # of Counsellor	Counsellor Signature	Date