

## PLANNING FOR SERVICES

- Ideally, appointments should be scheduled in advance.
- For ZOOM appointments, a ZOOM link is needed with a password and meeting identification number provided to the client prior to the appointment. Clients should not share this information with others.
- The branch employee will recommend the client use their own device that is password protected.
- The client and branch employee will find a safe place where they will not be seen or overheard by others.
- In circumstances where the client may be in an unsafe/not private setting, the branch employee should establish a “safe word” with the client to safely alert the branch employee if there is potential of harm.
- The client/and branch employee will not be driving at the time of the appointment.
- “Plan-B” with the client will be established in advance. In the event the connection is lost or the electronic system fails and does not work, the client and branch employee will have a plan on how to respond.
- Inform the client that the first part of each appointment may require some sorting out of technical issues.
- Under no circumstance will documents that contain client personal information, personal health information or sensitive/private information be shared with the client over the electronic media.
- Documentation: All interactions with the client during electronic communication will be documented within the client’s health record.

## CONFIRM IDENTITY OF THE CLIENT

Client identify must be confirmed as there is a risk that a client’s device or account may be accessed by a third party.

## CLIENT LOCATION

It is important to assess the location of the client for confidentiality reasons if the conversation may be overheard. It is also important to know where the client is should the client experience a crisis and a response to the location is necessary.

## RISK MANAGEMENT: PREPARING FOR AN EMERGENCY

- The branch employee will need to create a safety plan on how to respond to situations of risk.
- Prior to beginning virtual care services, the branch employee will discuss with the client the procedures to be followed in an emergency.

## CONTACT INFORMATION:

### CMHA Kenora Privacy Officer:

#### Alexie Schussler

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### Information and Privacy Commissioner of Ontario:

#### Patricia Kosseim

1400-2 Bloor St. E., Toronto, Ontario M4W 1A8, 1-800-387-0073, TTY 416-325-7539, [commissioner@ipc.on.ca](mailto:commissioner@ipc.on.ca)



# ZOOM Services Guide



Canadian Mental Health Association, Kenora (CMHA Kenora) offers ZOOM as an avenue for clients to have their needs and preferences met in a safe and effective way. ZOOM may be an effective alternative for some client visits rather than coming into the office.





## ZOOM:

Services delivered by ZOOM may be negotiated between the client and the CMHA Kenora employee.

## ZOOM PROCEDURES

- Before proceeding with ZOOM, the CMHA Kenora employee and client should consider all other reasonable options to facilitate face-to-face services.
- All CMHA Kenora employees participating in virtual care are required to be knowledgeable and competent in the service delivery standards, including the use and security for the electronic media/device/system.
- For appointments where the client is anticipated to experience a crisis in response to the clinical interaction, direct intervention or in-person support, should ideally be completed
- If ZOOM is preferred, the inherent risks and benefits of engaging in the use of ZOOM should be considered. Safety plans should be established prior to the appointment.
- CMHA Kenora employees will remain up-to-date with the evolving practice of ZOOM. This will include the effectiveness of using electronic media, and take this evolving practice into consideration when deciding what services to provide to which clients, with what methods, and under which circumstances.

## APPROPRIATENESS OF SERVICE:

Prior to using ZOOM, an assessment should be considered to determine the appropriateness of using ZOOM as a vehicle to engage the client. These considerations include the:

- Nature of the therapeutic relationship
- Nature of the client's concerns
- Anticipated changes in the focus of the therapy/treatment
- Client's ability to access technology in a safe and reliable manner
- Client's ability to monitor and address risks to privacy
- Client's overall capabilities, comfort and familiarity with the technology
- Client's ability/capacity to participate with ZOOM
- Access to local supports

The use of ZOOM must have a reasonable prospect of benefiting the client and may be appropriate for many situations; however, in some circumstances, ZOOM may not be appropriate in addressing health care needs and/or may result of safety concerns.

## PERSONAL HEALTH INFORMATION:

As health information custodians, we have an obligation to inform our clients of any potential risk to the privacy or security of their personal health information (PHI). As such, consent must be given by the client before participating in the use of ZOOM.

PHI encompasses individually identifiable information (oral, written or electronic) including, but not limited to, information about an individual's physical and mental health, the receipt of healthcare, or payment for that care, individual records, name, address, OHIP number, account number and other.

## INFORMED CONSENT AND PREPARATION

Your consent to our collection, use or disclosure of your information may be implied, or expressed.

- The CMHA Kenora employee will ensure the method of electronic communication chosen is appropriate to the purpose of the clinical service being delivered and the client's individual needs.
- The branch employee will ensure the client completes an Informed Consent for the Use of ZOOM with the client or substitute decision maker.
- The branch employee will ensure the client's substitute decision maker receives, understands and appreciates the client's responsibilities associated with using electronic communication as a means of receiving services.
- The client or substitute decision maker must clearly understand the risks of electronic communication: There is reduced ability to ensure confidentiality of information when using these methods.
- The scope of the consent will be clearly defined and documented; meaning the branch employee and client agree on the following:
  - Why electronic communication is used
  - When will the electronic communication be used
  - Content shared during the communication
  - Content that will not be shared within the communication
- The client confirms they have the necessary/ appropriate device to engage in the method of electronic communication.
- The branch employee has the necessary/ appropriate device to engage in the method of electronic communication.
- Using a personal device is prohibited and CMHA Kenora staff are to only use devices owned by CMHA Kenora.
- The branch employee will not use a personal account and username for the delivery of services.
- Staff may not disclose any client's identifiable information of any kind while emailing, texting or the use of ZOOM without permission from the client.