



## Technology and Innovative Solutions Chapter

January 2018

### President's Message

Dear TISC members!

The holidays have come and gone and we are all getting back to our regular schedules. The last few months have been a whirlwind of fantastic new developments, including updates for our Technology Guidelines project, and executive members professional developments! Please read on for more information!

Since our last newsletter, I have become a board member of the New Brunswick Career Development Association. This organization brings together thought leaders in career development within our region and building partnerships with industry leaders to help career development for New Brunswick locals. It will be exciting to add technological innovations and competencies to the mix with my voice along with voices from the chapter. Innovation is often about overlapping interests to build something new and fresh. What skills or interests can you blend for a local cause? How can technology fit in?

Please feel free to reach out with any questions or suggestions to the chapter by email or our Facebook page.

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## Member Announcements

### *Guidelines for the Use of Technology Update*

As your fellow CCPA tech champions, we have completed a final draft of the Guidelines for Uses of Technology in Counselling and Psychotherapy. It is in review by CCPA's National Board.

One item addressed in the Guidelines is the use of Social Media in practice. Through the survey in March 2017, we learned that, "more than half the respondents do not have a social media policy, although all of them seem to indicate they use social media."

With that in mind, the Guidelines remind counsellors that "the personal is public."

Anything that you post online or send to clients has the potential to become public information. Before sending, counsellors must consider the content, tone, and wording of all emails, messaging, or social media posts in whatever capacity they may be in. There is no absolute privacy when we do not have control of the information.

### *Accomplishments of our Chapter Board*

Shawn Smith, our champion for neurodiversity and technology, has been quite active in the past year. His constant growth and contagious passion for entrepreneurship and learning had him featured in [Huddle](#) and the [Start Up News Canada](#) in recognition of his awards and achievements.



## **Text-based Online Counselling Study**

Often the first comment when online therapy is proposed is that it changes the therapeutic alliance in comparison to face-to-face sessions. [In this recent study](#) a systematic review was done comparing the effectiveness of text-based synchronous chat with traditional treatments of face-to-face therapeutic intervention, and telephone counselling. The authors noted themes such as, the advantages of online counselling, disadvantages of online counselling, and overall satisfied user experience. Within this study, it is not clear across all studies that text-based chatting was more advantageous than traditional treatment types. However, multiple studies showed client preference of text-based chat to telephone interventions. Overall, there seemed to be little concern for damaging the therapeutic alliance when this option was available, though more scrutiny of technology's purpose within the therapeutic context will be needed to ensure appropriate client care and safety, especially as these technologies evolve.

## **Siri is here for you...**

Apple is looking to develop new software, with the support of a counsellor or psychologist, to allow Siri to respond to consumer mental health needs. Have a look at the opportunity [here](#).

[Some experts](#) don't believe this will be such a simple matter. As technologies continue to develop and integrate into our day to day lives, it will be important for practitioners to advocate for responsible and ethical development of these technologies, and the only way to do that is to *be involved*.

## **Member contributions and professional development**

**WE WANT YOUR FEEDBACK!**

What do you want to hear from us in these newsletters and on social media? [Fill out this survey](#) to help us attend to the interests of you, our members! We want to know what YOU want to hear.

Are you someone who keeps up-to-date with developments in technology and opinion pieces in the counselling world? Would you like to share this information with the Chapter to be featured in our social media or newsletter? Reach out to us!

Thanks to the efforts of members Elise Meertens and Lauren Wallis for putting this newsletter together.

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