

## Technology and Innovative Solutions Chapter

December 2018

### Member Announcements

#### ***Technology Guidelines Update***

The Guidelines have been reviewed, added to, and revised once again. Dawn Schell, Treasurer, has presented the Guidelines in various forms and in multiple locations across Canada in the recent months. The hope is that the CCPA Head Office will approve the Guidelines for distribution before the end of the year. When they are released, we will announce it to all the members.

#### ***Digital Self-Harm***

As practitioners, the idea of self-harm is not a new one. However, a new phenomenon may be occurring underneath our nose (or fingertips). Digital self-harm may be affecting many of the clients that we see, or the people in our lives. Digital self-harm occurs when a person begins to use social media platforms to say and post hurtful things about themselves, effectively acting as a precursory cyberbully. Have a look at [this article](#) for more information on the emerging phenomenon.

#### ***Truth and Reconciliation***

The TISC continues to discuss our role in Truth and Reconciliation. Recently, Sherry Law, President, participated in a meeting that involved sharing the short, medium, and long-term plan for Truth and Reconciliation

by the TISC. As a Board, we recommend including a Land Acknowledgement in your emails and to work with groups who have established ways to truth and reconciliation. Once again, we suggest reviewing the [TRC](#) page and our [webpage](#).

#### ***Native Land Map***

In recognition and support of the TRC, we challenge you to do some research of what Indigenous Lands you live on. Check out [Native Land](#) (available as an App as well) to view the overlaying territorial lands.

#### ***Dear TISCA***

This section aims to address important topics regarding using technology in practice. As technology and ethical codes are rapidly changing, this section highlights considerations and resources for you, the counsellor, to review prior to making decisions.

#### **Q: What should be considered when providing counselling to out-of-province clients?**

**A:** There are many aspects to consider when providing therapeutic services to individuals outside of your province. The CCPA has no regulations around this, merely suggestions to consider. Of these suggestions, many have been brought forth by the TISC! This is not a comprehensive list, however, hopefully it will guide you to review your specific case.

- Review your current licensing bodies guidelines on technology use. Do they have one? Many colleges address technology within sections of their

Standards of Practice or Ethical Codes. Look [here](#), [here](#), and [here](#).

- Does your insurance cover you if your client is in another jurisdiction?
- What are the local laws of where your clients reside? Are you required to be registered in the location of the client, or does it suffice to have a license elsewhere?
- Check your tech. For example, where is the data stored for appointment, personal health information, and email? Is your online platform acceptable for use in Canada?
- Do you understand the risks of using technology in terms of confidentiality and risk intervention?
- Do you understand how the technology works? Could you explain it and troubleshoot with your client from a distance?
- How will you develop informed consent for distance counselling? It is not sufficient to have your client click "Agree."
- Do you know the local resources in your client's location?

There are no direct answers to this question, only guidelines and ethical decision-making models to proceed with. Until laws are established that are clear, it is still the counsellor's responsibility to review the regulations in the client's location, the rules of your licensing body, and insurance policy.

More questions? Email us at [TISinfo@ccpa-accp.ca](mailto:TISinfo@ccpa-accp.ca)

Disclaimer: Information is rapidly changing in the online environment. Laws vary within jurisdictions and regulatory

bodies. The counsellor is solely responsible for knowing applicable insurance policies and regulatory requirements.

---

## Member contributions and professional development

### ***Get Involved!***

We want you to get involved in the innovative and exciting discussions about how to lead our fellow members in technology use and its application to our practice!

If you would like to volunteer with the Chapter, there are many opportunities to share your research, projects, and skills in the community. Please email [TISinfo@ccpa-accp.ca](mailto:TISinfo@ccpa-accp.ca) to get involved.

### ***Get to Know the Members!***

#### **Andrea Rivera**

**Communications, TISC Board Member\***

*What is your favourite way to use technology?*

I used to play online games since I was little, this helped me cope with not having physical friends. I developed very valuable friendships throughout these games and since then I have learned the impact of a sense of community that technology has allowed our generations. Nowadays, I use it to stay in contact with friends and family. This allows me to still feel connected and although they are not physically present, they are still my support during rough times. Knowing I can reach them with a push of a button via text, video calls or a regular call makes me feel at ease.



*What quote inspires you?*

"When you don't cover up the world with words and labels, a sense of the miraculous returns to your life" Eckhart Tolle

*Current passion project:*

To finish my M.Ed in Counselling in order to be able to place myself somewhere I can continue helping others.

*Biggest concern about technology use in counselling practice?*

Lack of education behind the proper use, lack of accountability for those websites which do offer such services without certified counsellors in place and the lack of research in the area. However, all of these are improving!

*Favourite joke:*

I leave you here with a link to a red panda being scared I hope you enjoy:

<https://youtu.be/VTz5MtxrDTA>

\*Edited for length

## President's Message

Hello TISC members,

The season of holiday cheer is right around the corner and we hope that this edition of the TISC newsletter has brought you closer to our executive and our cause.

<http://www.ccpa-accp.ca/>

We have seen our chapter grow since its humble beginnings in 2014 from a handful of members to **170** members as of October 2018. Our efforts to inform mental health practitioners about technological advances in the field in conjunction with our progress in collaborating with CCPA on building national guidelines for the ethical use of technology in practice has built the momentum for our chapter's growth. I can say from my experience sitting on the board that the executive team has important insight to contribute on ethical questions that have yet to be asked in relation to technology in our practice, but that we will soon be facing as our society's relationship with technology continues to entangle. This is the right team for the important task at hand: keeping our clients and our practice safe and ethical.

I have received multiple e-mails from you, our members, about private practice, distance counselling, and what platforms are safe to use. Even still, we have so much more to cover. As technology and its industries continue to expand and become more complex, it is important to not despair from confusion. We hope you will look to us as a support whenever you are worried, concerned, or unsure. We want to provide every possible opportunity for you to feel safe asking any questions related to technology, and that we serve you with the most up-to-date and relevant information for your practice.

Best of holiday wishes,

Sherry Law, MEd, CCC, LCT  
[TISinfo@ccpa-accp.ca](mailto:TISinfo@ccpa-accp.ca)