# Reference List

# Guidelines for the Uses of Technology in Counselling and Psychotherapy

Technology and Innovative Solutions Chapter Project

Dawn Schell, Project Consultant



#### **Table of Contents**

Existing Guidelines	. 3
Canada	. 3
USA	
North America	
UK	_
Ireland	
International	
Privacy	. 4
Legal	. 5
Ethics	. 5
Standards of Practice	. 5
Competencies	. 5
Record Keeping	. 6
Informed Consent	. 6
Security/Data Protection	. 6
Technology	. 7
Jurisdiction	
Canada	
USA	. 7
Supervision	. 7
Apps	. 8
Social Media	. 8
Virtual Reality/Avatar Therapy	. 9
Articles, Research Reports and E-mental health Websites	. 9

# **Existing Guidelines**

#### Canada

Canadian Psychological Association. (2013). *Draft Ethical Guidelines for Psychologists Providing Psychological Services via Electronic Media.* Retrieved from <a href="http://www.cpa.ca/docs/File/Ethics/Draft Guidelines EServices 310ct2013.pdf">http://www.cpa.ca/docs/File/Ethics/Draft Guidelines EServices 310ct2013.pdf</a>

British Columbia Association of Clinical Counsellors. (2011). *B.C. Association of Clinical Counsellors Standard for the Use of Technology in Counselling.* Retrieved from <a href="http://bc-counsellors.org//app/uploads/2015/09/7BCACC-Standard-Use-of-Technology-2011.pdf">http://bc-counsellors.org//app/uploads/2015/09/7BCACC-Standard-Use-of-Technology-2011.pdf</a>

Ontario Psychological Association. (2015). *Guidelines for Best Practices in the Provision of Telepsychology.* Retrieved from

http://www.psych.on.ca/OPA/media/Public/OPA%20Guidelines%20and%20Reviews/GU IDELINES-FOR-BEST-PRACTICES-IN-THE-PROVISION-OF-TELEPSYCHOLOGY.pdf?ext=.pdf

#### **USA**

American Psychological Association. (2013). *Guidelines for the practice of telepsychology*. Retrieved from <a href="http://www.apapracticecentral.org/ce/guidelines/telepsychology-guidelines.pdf">http://www.apapracticecentral.org/ce/guidelines/telepsychology-guidelines.pdf</a>

American Telemedicine Association. (2017). *Draft Practice Guidelines for Telemental Health with Children and Adolescents*. Retrieved from <a href="http://hub.americantelemed.org/resources/telemedicine-practice-guidelines">http://hub.americantelemed.org/resources/telemedicine-practice-guidelines</a> \*

American Telemedicine Association. (2013). *Practice Guidelines for Video-Based Online Mental Health Services.* Retrieved from

http://hub.americantelemed.org/resources/telemedicine-practice-guidelines \*

#### **North America**

Association of Social Work Boards. (2016). *Technology Standards of Practice*. Retrieved from <a href="http://www.bccollegeofsocialworkers.ca/wp-content/uploads/2016/09/BCCSW-Technology-Standards.pdf">http://www.bccollegeofsocialworkers.ca/wp-content/uploads/2016/09/BCCSW-Technology-Standards.pdf</a>

#### UK

British Association of Counselling & Psychotherapy. (2015). *Good Practice in Action 047 Ethical Framework for the Counselling Professions Supplementary Guidance Working Online.* Retrieved from <a href="https://www.bacp.co.uk/ethical framework/newGPG.php">https://www.bacp.co.uk/ethical framework/newGPG.php</a> \*

Online Therapy Institute. (2010). *Ethical Framework for the use of Social Media by Mental health professionals*. Retrieved from <a href="http://onlinetherapyinstitute.com/ethical-framework-for-the-use-of-social-media-by-mental-health-professionals/">http://onlinetherapyinstitute.com/ethical-framework-for-the-use-of-social-media-by-mental-health-professionals/</a>

Association for Counselling and Therapy Online. (2015). *Code of Ethics*. Retrieved from <a href="https://acto-org.uk/professional-conduct-code-ethics/">https://acto-org.uk/professional-conduct-code-ethics/</a>

#### **Ireland**

Association of Professional Counsellors and Psychotherapists in Ireland. (nd). *Guideline on Working Online*. Retrieved from <a href="http://www.apcp.ie/guidelline-working-online/">http://www.apcp.ie/guidelline-working-online/</a>

#### **International**

International Society for Mental Health Online. (2000). Suggested Principles for the Online Provision of Mental Health Services. Retrieved from <a href="http://ismho.org/resources/archive/suggested-principles-for-the-online-provision-of-mental-health-services/">http://ismho.org/resources/archive/suggested-principles-for-the-online-provision-of-mental-health-services/</a>

# **Privacy**

Office of the Privacy Commissioner of Canada

Overview of privacy legislation in Canada. Retrieved from

<a href="https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/02\_05\_d\_15/">https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/02\_05\_d\_15/</a>

The Privacy Act. Retrieved from <a href="https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-privacy-act/">https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-privacy-act/</a>

*Personal Information and Electronic Documents Act (PIPEDA).* Retrieved from <a href="https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/">https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/</a>

Letter to the Standing Committee on Access to Information, Privacy and Ethics about the Study of PIPEDA. Retrieved from <a href="https://www.priv.gc.ca/en/opc-actions-and-decisions/advice-to-parliament/2016/parl sub 161202/">https://www.priv.gc.ca/en/opc-actions-and-decisions/advice-to-parliament/2016/parl sub 161202/</a>

Provincial and Territorial Laws and Oversight. Retrieved from <a href="https://www.priv.gc.ca/en/about-the-opc/what-we-do/provincial-and-territorial-collaboration/provincial-and-territorial-privacy-laws-and-oversight/">https://www.priv.gc.ca/en/about-the-opc/what-we-do/provincial-and-territorial-collaboration/provincial-and-territorial-privacy-laws-and-oversight/</a>

# Legal

Canadian Legal Information Institute - a virtual library of Canadian legal information. <a href="https://www.canlii.org/en/">https://www.canlii.org/en/</a>

BC Association of Clinical Counsellors. (2014). *Legal Commentary How Private is Private? A detailed consideration of a Clinical Counsellors' legal duty of confidentiality and the exceptions created by the duties to report or warn.* Retrieved from <a href="http://bc-counsellors.org/app/uploads/2015/10/140501-How-Private-Is-Private-REVISED.pdf">http://bc-counsellors.org/app/uploads/2015/10/140501-How-Private-Is-Private-REVISED.pdf</a>

#### **Ethics**

Canadian Counselling and Psychotherapy Association. (2014). *CCPA Code of Ethics.* Retrieved from <a href="https://www.ccpa-accp.ca/wp-content/uploads/2014/10/CodeofEthics.en.pdf">https://www.ccpa-accp.ca/wp-content/uploads/2014/10/CodeofEthics.en.pdf</a>

American Counseling Association. (2014). *ACA Code of Ethics.* Retrieved from <a href="http://www.counseling.org/docs/ethics/2014-aca-code-of-ethics.pdf?sfvrsn=4">http://www.counseling.org/docs/ethics/2014-aca-code-of-ethics.pdf?sfvrsn=4</a>

Zur Institute. (nd). *Professional Association Code of Ethics on Telemental Health, E-Therapy, Digital Ethics and Social Media.* Retrieved from <a href="http://www.zurinstitute.com/ethicsoftelehealth.html">http://www.zurinstitute.com/ethicsoftelehealth.html</a>

British Association for Counselling & Psychotherapy. (2016). *BACP Ethical Framework*. Retrieved from <a href="http://www.bacp.co.uk/ethical\_framework/new\_ef.php">http://www.bacp.co.uk/ethical\_framework/new\_ef.php</a>

## **Standards of Practice**

Canadian Counselling and Psychotherapy Association. (2015). *CCPA Standards of Practice*. Retrieved from <a href="https://www.ccpa-accp.ca/wp-content/uploads/2015/07/StandardsOfPractice">https://www.ccpa-accp.ca/wp-content/uploads/2015/07/StandardsOfPractice</a> en June2015.pdf

# Competencies

British Association for Counselling & Psychotherapy. (2016). *Telephone and E-Counselling Competences*. Retrieved from <a href="http://www.bacp.co.uk/docs/pdf/15474">http://www.bacp.co.uk/docs/pdf/15474</a> 14940 telephone%20and%20e-counselling%20competences.pdf

*Telephone and E-Counselling Training Curriculum.* Retrieved from <a href="http://www.bacp.co.uk/docs/pdf/15475">http://www.bacp.co.uk/docs/pdf/15475</a> 14948 telephone%20and%20e-counselling%20training%20curriculum.pdf

Telephone and E-Counselling Training the Trainers Curriculum. Retrieved from <a href="http://www.bacp.co.uk/docs/pdf/15476\_14949\_telephone%20and%20e-counselling%20training%20the%20trainers%20curriculum.pdf">http://www.bacp.co.uk/docs/pdf/15476\_14949\_telephone%20and%20e-counselling%20training%20the%20trainers%20curriculum.pdf</a>

# **Record Keeping**

Sheppard, G. (2014). Record Keeping for Counsellors and Psychotherapists [PowerPoint conference presentation]. Retrieved from <a href="https://www.ccpa-accp.ca/ccpa-2014-conference-victoria-bc/">https://www.ccpa-accp.ca/ccpa-2014-conference-victoria-bc/</a>

Pope, K. (2015). Record Keeping controversies: Ethical, Legal and Clinical Challenges. *Canadian Psychology/Psychologie c*anadienne, Vol *56*(3), Aug 2015, 348-356. Retrieved from <a href="http://kspope.com/site/records.php">http://kspope.com/site/records.php</a>

#### **Informed Consent**

Hall, M (2017). Informed Consent for Online Therapy Practices [podcast]. Retrieved from <a href="https://www.onlinecounselling.com/podcasts/episode-36-maelisa-hall-founder-qa-prep/">https://www.onlinecounselling.com/podcasts/episode-36-maelisa-hall-founder-qa-prep/</a>

Hall, M. & Huggins, R (nd). How to take a load off your informed consent process [online self-study course]. Retrieved from <a href="https://personcenteredtech.com/courses/informed-consent-hall-self-study/">https://personcenteredtech.com/courses/informed-consent-hall-self-study/</a>

# **Security/Data Protection**

Kardash, A. & Kerstens, B. (2017). *Data Protection in Canada: International Comparative Legal Guide 2017.* Retrieved from

 $\frac{https://www.osler.com/en/resources/regulations/2017/data-protection-in-canada-the-international-compa}{}$ 

Kardash, A. & McIlveen, B. (2016). *Data Protection in Canada: International Comparative Legal Guide 2016* Retrieved from

https://www.osler.com/en/resources/regulations/2016/data-protection-in-canada-the-international-compa

# **Technology**

Mental Health Commission of Canada (2014). *E-Mental Health in Canada: Transforming the Mental Health System Using Technology. A Briefing Document.* Retrieved from <a href="http://www.mentalhealthcommission.ca/sites/default/files/MHCC E-Mental Health-Briefing Document ENG 0.pdf">http://www.mentalhealthcommission.ca/sites/default/files/MHCC E-Mental Health-Briefing Document ENG 0.pdf</a>

Behavioral Heatlh Innovation Comparisons (nd). *Telemental Health Technologies Comparisons*. Retrieved from <a href="https://www.telementalhealthcomparisons.com">https://www.telementalhealthcomparisons.com</a>

Huggins, R. (nd). *Technology in Mental Health Practices*. Retrieved from <a href="https://personcenteredtech.com">https://personcenteredtech.com</a>

#### **Jurisdiction**

#### Canada

Canadian Counselling and Psychotherapy Association (2017). *Regulation Across Canada*. Retrieved from <a href="https://www.ccpa-accp.ca/profession/regulation-across-canada/">https://www.ccpa-accp.ca/profession/regulation-across-canada/</a>

Canadian Counselling and Psychotherapy Association (2016). *Statutory Regulation Across Canada*. Retrieved from <a href="http://bc-counsellors.org/app/uploads/2016/06/Statutory-Counsellor-Regulation-in-Canada-2016.pdf">http://bc-counsellors.org/app/uploads/2016/06/Statutory-Counsellor-Regulation-in-Canada-2016.pdf</a>

#### **USA**

Lehman A. (2017). Licence Issues for Therapists in the United States: State by State Regulations [podcast]. Retrieved from <a href="http://www.onlinecounselling.com/united-states-therapist-licensure-information/">http://www.onlinecounselling.com/united-states-therapist-licensure-information/</a>

## **Supervision**

Canadian Counselling and Psychotherapy Association (nd). *Clinical Supervision*. Retrieved from <a href="https://www.ccpa-accp.ca/resources/clinical-supervision/">https://www.ccpa-accp.ca/resources/clinical-supervision/</a>

Martin, P., Kumar, S. & Lizarondo, L. (2017). Effective Use of Technology in Clinical Supervision. *Internet Interventions*, 8, 35 – 39.

Mitchell, D. & MacDougall, M. (2016) *eSupervision: Challenges of Text-based Clinical Supervision in our Online World* in Shepard, B., Martin, L., & Robinson, B. (Eds.). (2016). *Clinical supervision of the Canadian counselling and psychotherapy profession*. Ottawa, ON: Canadian Counselling and Psychotherapy Association

Compiled by Dawn Schell, MA, CCC, CCDP July 2018 Technology and Innovative Solutions Chapter

Mulhauser, G. (2014). *Online Supervision and Online Therapy Training and Development*. Retrieved from <a href="http://counsellingresource.com/supervision/">http://counsellingresource.com/supervision/</a>

National Frontier and Rural Addiction Technology Transfer Center Network (nd) *Technology Based Supervision: Extending the reach of clinical supervisors.* Retrieved from <a href="http://attcnetwork.org/national-focus-areas/content.aspx?rc=frontierrural&content=CUSTOM1SUB3">http://attcnetwork.org/national-focus-areas/content.aspx?rc=frontierrural&content=CUSTOM1SUB3</a>

Rousmaniere, T. & Renfro-Michel, E. (Eds) (2016). *Using Technology to Enhance Clinical Supervision*. Alexandria, VA: American Counseling Association.

Stretch, L.S., Nagel, D.M. & Anthony, K. (2012). Ethical Framework for the Use of Technology in Supervision. *Therapeutic Innovations in Light of Technology.* Vol. 3 (2). 37-45.

Weitz, P. (nd). *Online Supervision*. Retrieved from <a href="http://www.pwtraining.com/online-supervision/">http://www.pwtraining.com/online-supervision/</a>

# **Apps**

Giota, K. & Kleftaras, G. (2014). Mental Health Apps: Innovations, Risks and Ethical Considerations. *E-Health Telecommunication Systems and Networks*, 3, 19-23. Retrieved from <a href="http://dx.doi.org/10.4236/etsn.2014.33003">http://dx.doi.org/10.4236/etsn.2014.33003</a>

## **Social Media**

British Association of Counselling & Psychotherapy. (2015). *Good Practice in Action 040 Commonly Asked Questions Resource Social media (audio and video) and the counselling professions*. Retrieved from <a href="https://www.bacp.co.uk/ethical framework/newGPG.php">https://www.bacp.co.uk/ethical framework/newGPG.php</a> \*

Kolmes, K. (nd). *Articles for Clinicians Using Social Media*. Retrieved from <a href="http://drkkolmes.com/clinician-articles/">http://drkkolmes.com/clinician-articles/</a>

Zur, O. (2015). To Accept or Not to Accept? How to respond when clients send "Friend Request" to their psychotherapists or counselors on social networking sites. Retrieved from <a href="http://www.zurinstitute.com/socialnetworking.html">http://www.zurinstitute.com/socialnetworking.html</a>

# **Virtual Reality/Avatar Therapy**

Online Therapy Institute (nd). Specialist Certificate in Avatar Identities [online course]. Retrieved from <a href="http://onlinetherapyinstitute.com/avatar-therapy-certificate-programme/">http://onlinetherapyinstitute.com/avatar-therapy-certificate-programme/</a>

# Articles, Research Reports and E-Mental Health Websites

American Telemedicine Association (2013). *A Lexicon of Assessment and Outcome Measures* for Telemental Health. Retrieved from

http://hub.americantelemed.org/resources/telemedicine-practice-guidelines \*

Fang, L., Bogo, M., Mishna, F., Murphy, L.J., Gibson, M.F., Griffiths, V.J., & Regehr, G. (2013). Development and initial evaluation of the cyber-counseling objective structured clinical examination (COSCE). *Research on Social Work Practice*, *23*, 81-94.

Maheu, M.M., Drude, K.P., & Wright, S. D. (Eds.) (2017). *Career Paths in Telemental Health.* Switzerland: Springer International Publishing.

Mental Health Commission of Canada (2017). *RE-AIMing e-*Mental *Health: A Rapid Review of Current Research.* Retrieved from

https://www.mentalhealthcommission.ca/sites/default/files/2017-08/eMH%20Literature%20Review FINAL%20EN.pdf

Mental Health Commission of Canada (2017). *Advancing the Evolution: Insights into the state of e-mental health services in Canada.* Retrieved from <a href="https://www.mentalhealthcommission.ca/sites/default/files/2017-08/eMH%20Environmental%20Scan FINAL%20EN.pdf">https://www.mentalhealthcommission.ca/sites/default/files/2017-08/eMH%20Environmental%20Scan FINAL%20EN.pdf</a>

Murphy, L. & Mitchell, D. (2016). The essentials of online clinical practice. In N. Gazzola, M. Buchana, O. Sutherland & S. Nuttgens (Eds.) *Handbook of Counselling and Psychotherapy in Canada* (pp. 323-339). Ottawa: CCPA.

Murphy, L.J., Parnass, P., Hallett, R.H., Mitchell, D.L., Cayley, P., & Seagram, S. (2009). Client satisfaction and outcome comparisons of online and face-to-face counselling methods. *British Journal of Social Work,* 39, 1-14.

Murphy, L.J., MacFadden, R.J., & Mitchell, D.L. (2008). Cybercounseling online: The development of a University-based training program for e-mail counselling. *Journal of Technology in Human Services*, 26, 447-469.

Murphy, L. J. & Mitchell, D. L. (1998). When writing helps to heal: e-mail as therapy. *British Journal of Guidance and Counselling*, 26, 21-32.

Nuttgens, S. (2015). Working with clients using electronic platforms. In L. Martin, B. Shepard, & R. Lehr (Eds.), *Canadian counselling and psychotherapy: Ethics-based issues and cases* (pp. 385-399). Ottawa, ON: Canadian Counselling and Psychotherapy Association.

Association for Counselling and Therapy Online <a href="http://www.acto-uk.org">http://www.acto-uk.org</a>

Online Therapy Hub <a href="http://www.privatepracticehub.co.uk/onlinetherapyhub/">http://www.privatepracticehub.co.uk/onlinetherapyhub/</a>

TeleMental Health Institute <a href="http://telehealth.org">http://telehealth.org</a>

Online Counselling Directory - Podcasts and Therapist Toolbox <a href="http://www.onlinecounselling.com">http://www.onlinecounselling.com</a>

Telepsychology & Internet-Based Therapy (articles by Ken Pope) <a href="http://kspope.com/telepsychology.php">http://kspope.com/telepsychology.php</a>

Tech untangled – comprehensive tutorials on tech topics <a href="https://www.lifewire.com">https://www.lifewire.com</a>

<sup>\*</sup>registration on website is required to view these documents