



Technology and Innovative Solutions Chapter

September 2018

Member Announcements

Technology Guidelines Update

The Guidelines have been reviewed, added to, and reviewed again. The process has cycled through again and we hope that they will be reviewed for the final time in November!

Accessible Technology for All

More and more, technology is becoming a necessary advantage to succeed in society. We posted some articles on our [Facebook](#) page recently, addressing the accessibility gap and privilege of access to internet in Canada. The resulting gap needs to be attended to and addressed. Check out the articles [here](#) and [here](#).

Truth and Reconciliation

The CCPA and all the Chapters have recently engaged in Truth and Reconciliation discussions of how the CCPA can be involved. The TISC has decided to incorporate suggestions on our web page of what an appropriate land acknowledgement might look, and how best to behave ethically and sensitively. Check out the [TRC](#) page and our [webpage](#).

Dear TISCA

Welcome to our new section! Dear TISCA (Technology and Innovative Solutions Chapter advisor) aims to address important

topics regarding using technology in practice. As technology use and ethical codes are rapidly changing, these sections will highlight considerations and resources for you, the therapist, to review prior to making decisions.

Q: Is it illegal to hold Skype sessions for client therapy sessions?

This is a question that is often met with very different opinions. As the rise of video-counselling continues, there are some very important considerations to address in reaching your answer.

Location of the session - Are you hosting the session in a private room? Is your client sitting in a private area, rather than in a public setting? It is your responsibility to inform the client of limitations of confidentiality depending on how and where they are using the video-counselling technology.

Where is the information stored? - Read the small print. It is your responsibility to ensure that information is being stored appropriately and according to relevant local laws and regulations.

Does insurance cover online counselling? - This is an easy way to determine whether you should use video-counselling in practice. If you are not covered, don't do it!

Responsibility for Informed Consent - There are many additional considerations that therapists must attend to when ensuring clients are informed to consent. This may include teaching clients how to use



technology appropriately and safely, and the limits of confidentiality and services in the online environment.

Additionally, Section 5.7 of the Skype agreement says:

“Skype reserves the right (but shall have no obligation) to review content for the purpose of enforcing these Terms. Skype may in its sole discretion block, prevent delivery of or otherwise remove the content of communications as part of its effort to protect the Software, Products or its customers, or otherwise enforce these Terms.”

This means that client communications may be seen by Skype employees and used in ways that Skype sees fit. Thus, true informed consent means clients being told this.

Still unsure? - Did you know that CCPA has access to legal advisors? Please refer to [CCPA legal services](#).

Disclaimer: Information is rapidly changing in the online environment. Laws vary within jurisdictions and regulatory bodies. The therapist 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 to get involved.

Get to Know the Members!

Lauren Wallis

Counsellor, CCC, Lauren Wallis Career Counselling & Coaching



What is your favourite way to use technology?

I love using my iPhone to make life easier, and more fun, and my favourite app is definitely instagram. I love the creative freedom it allows in combining photography and inspirational words. I have a lot of fun connecting with online communities and speaking with people all over the world who have similar interests. I love using video chat in my work with clients so that I can work with clients all over the world, still have the personal connection of seeing them, and simultaneously be flexible to travel while I work.

How would you describe your counselling practice?

My practice is centered around narrative and existential therapy as these theories both speak to the importance of careers in our lives, and the ultimate question of how we make meaning of our lives and in the time, we spend on earth.



What quote inspires you?

Respond to every call that excites your spirit,
Rumi

One fun fact about you:

My favourite place will always be swimming
in a cool lake, looking up at the mountains.

President's Message

Hello TISC members,

Welcome to a new school year! Many of you are students, and I have been fortunate to speak with some folks who are working towards new research projects. It is my hope that these newsletters can offer some ideas for new research opportunities involving counselling, psychotherapy, and technology. If you are actively part of a research effort, we hope you consider sharing an introduction of your project to our newsletter for the chapter membership!

In other news, our Guidelines are on pace to being published after the National Board has approved of the edits to the documents. Once that is finalized, the documents will be made available for all chapter members.

The chapter has continued to work on behalf of the interest of our members and to provide continued value to your membership with us. We have decided to add new sections to our newsletter including an "Ask TISCA" forum in every edition, as well as updates on our website in the works!

Should you have any questions or concerns about our work, please contact us at any time.

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