

Mosaic Counselling

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Electronic Communication Policy

Online Counselling

- I offer online video counselling primarily for residents of British Columbia who are currently residing or travelling outside of Vernon, BC. This service may also be used during a public health crisis such as Covid-19. Other online counselling requests may or may not be accepted and are subject to the regional healthcare providing regulations.
- Requirements: a computer or mobile phone with internet access, and access to the online video platform we agree to use, which may require downloading an application and setting up a personal account.
- I provide online video counselling through Zoom.
- For clients covered by third party insurance, please note that some programs (e.g. ICBC Injury Claims) do not usually approve online counselling. Clients are responsible for finding out third party terms of service.
- All contact information and personal information shared on online platforms is subject to the application's privacy policy.
- I do not video- or audio-record sessions and I request that you notify me if you record sessions.
- Booking or rescheduling appointments may be done by phone. 24 hours notice is requested for cancelling or postponing an appointment, or late cancellation fees may be charged.
- The client is responsible for their security on their end. For privacy protection I recommend:
 - Set up in a room with a door in an area where private conversations will not be overheard by others. You may wish to lock your door.
 - Only use devices that you own, not ones shared with others. Use screen lock and password protection. Install system upgrades immediately.
 - When a mobile phone is used, turn off voice command apps such as Siri, Alexa, Google Assistant, and other apps that may "overhear" your private information.
 - Set the privacy settings on applications to maximum protection –especially for social network websites and other free applications.
- Use private wi-fi that is password-protected. If you are able to set up a Virtual Private Network (VPN), use this to ensure that you have encrypted connections.
- Please be aware that no online communication (including email) is 100% secure.

Phone calls, voice & text messages

- My main method of administrative contact with clients are phone calls (including voice / text messages). I use these methods for scheduling and other administrative purposes.
- I cannot provide immediate emergency support; if you are in crisis please reach out to the Crisis Line at 1-888-353-2273 or visit the Emergency Room at VJH.
- I do not provide telephone counselling services unless I have established an in-person counselling relationship and there are extenuating circumstances that make telephone contact a better option for my client.
- If I leave a voice message for clients I identify myself as Julie Boyle and do not mention that I am a counsellor unless I have been contacted by a parent in regards to counselling for their child.

Emails:

- Although I will accept emails, it is not my preference as I do not check my e-mails as often as my phone / text messages. That being said, I do endeavour to check my email once a day and to respond to any e-mail within two or three business days.
- If we have connected over email, your email address may automatically be saved in my email contact list. I am the only person who has access to this password-protected account.
- Contact information and a record of contact history will be kept for a maximum of 15 months after termination of counselling or inactivity. Information that is pertinent to your file and is shared over email may be printed and added to your file.
- You are responsible for security on your end. Recommendations:
 - Use your own electronic device that is protected by a password.
 - Use private wifi.
 - Your email provider has a privacy policy that explains what information they collect and how they use it.
 - You may wish to set your email privacy settings to maximum security.
 - You may not want to email sensitive content, including email attachments. Rather communicate this information in person, by phone, or by mail.

Thank you for taking the time to review my Electronic Communications Policy. If you have questions or concerns about any of these policies and procedures or regarding our potential interactions through electronic means, please feel free to discuss with me in person.

For Online Counselling please complete details and sign:

I choose to use zoom for on-line sessions, In the event of a technological fail, we will communicate by telephone.

Phone number: _____

Client Name: _____

Client signature: _____

Date: _____

Social Media Policy (SMP) & Other Online Usage

- As of June 2, 2020, my only professional social media pages include a professional listing on the BCACC and Psychology Today websites and the Mosaic Counselling Facebook page. I do not have a professional LinkedIn, Instagram, Twitter, or other accounts.

Use of Search Engines

- I do not search for current or former clients through search engines such as Google or social media pages.
- Under special circumstances if I am concerned for the safety of my client or a third party, I may search for a client through search engines. I will document my search and report it back to the client.

Thank you for taking the time to review my Social Media Policy. If you have questions or concerns about any of these policies or regarding our potential interactions on the Internet, please feel free to discuss with me in person.