



# Adracare Video Counselling

## *Frequently Asked Questions*

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## **Introduction to Adracare Video Counselling**

Peel Children's Centre (PCC) has selected Adracare as our secure video conferencing platform. We have put together a list of commonly asked questions to take a look at, as this is a new way of communicating for many of us (ourselves included!).

### **General Information**

#### **Why can't I have face-to-face sessions?**

We can't meet face-to-face right now because of COVID-19. We want to support keeping our communities as healthy as possible and this means practicing physical distancing. We will continue to offer phone sessions and are now able to have video sessions. Although the idea of video sessions may seem uncomfortable for some, it is the best way to stay connected while we remain at a physical distance.

#### **What should I know about the Adracare platform?**

Adracare is a healthcare management system that we have adopted as our platform for video. Adracare is compliant with all personal health information laws in Canada (Personal Health Information Protection Act, 2004 – otherwise known as PHIPA). It is relatively easy to access as it does not require any downloads to computers or other devices. Just open the session in your browser and away you go!



## Privacy and Confidentiality

### How does this impact my rights to privacy and confidentiality?

Nothing changes. You still have the right to privacy and confidentiality and these rights will continue to be upheld by your support team, as they would be in face-to-face or phone communications.

There are natural limits to privacy; for example, if a client's family member walks into the room during a session. You and your counsellor should have a conversation about what you would like the counsellor to do in a scenario like this (e.g., wave, say nothing, say hello, continue talking, etc.).

Like when we meet in person, there are still limits to privacy and confidentiality that are designed to keep you and others safe. If your counsellor learns information that puts you or others at risk we may have a duty to share this information with others (e.g., Children's Aid, your caregiver, 911, etc.) solely for the purpose of keeping you or others safe.

It is important to note that, just like when we meet in person, we will not video or audio record any of our meetings, and notes from our sessions will be kept in our secure client information system. For more information you can always review our privacy brochure, which is available on our website: <http://peelcc.org/en/privacy>.

## Scheduling

### Can I talk to my counsellor anytime?

Sessions will be scheduled just as they were prior to using video to connect. The same hours that your counsellor has expressed will apply.

### I'm in crisis, can we video chat?

If you are in crisis, we continue to recommend that you call our 24/7 Crisis Response Service at 416-410-8615. If it is an emergency, access your local emergency services through 911.



## How to Use Adracare

### What do I need?

Access to a secure WiFi connection/internet, a device that can use internet, a quiet space to talk, and some patience as we work out the kinks.

Supported browsers:

- Desktop/laptop – Chrome or Firefox
- Apple Mobile Device – Safari
- Android Mobile Device – Chrome

### How does Adracare work?

You will receive an email and/or text message from Adracare when your counsellor enters an appointment for you.

### Email

You will receive an email from Adracare stating that you have an appointment:



*Note: This is image is an example. Your counsellor's name and the date/time of your appointment will appear in the email you receive.*



Scroll a little further and you will see something like this:

Dear **Test Liv**,

Please click the link below to view your appointment with Ms. Olivia Heffernan.

[View Appointment](#)

Please use the access code and the link provided on this email to join the session. You can only join the session 15 minutes before the appointment start time.

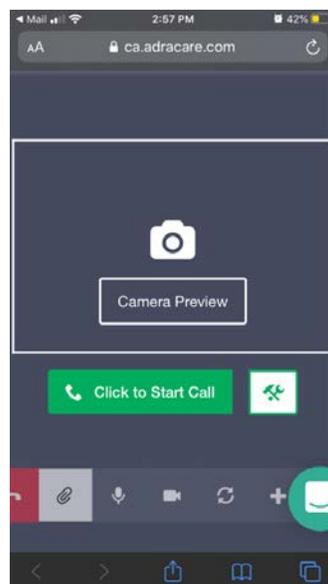
**Your Video Session Access Code is: DE182D**

*Note: This image is an example. Your name and your counsellor's name, as well as unique access code, will appear in the email you receive.*

[Join Session](#)

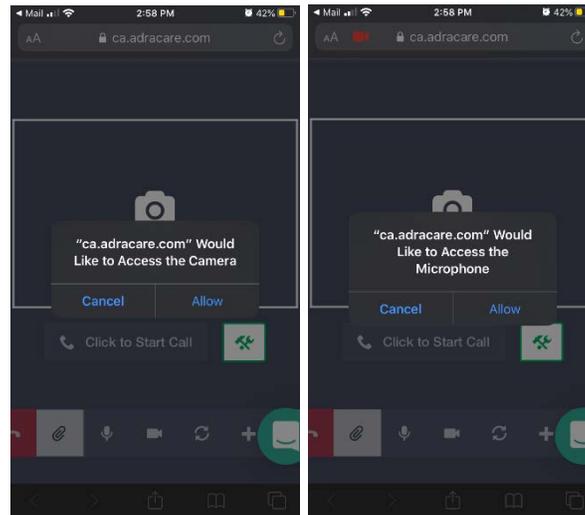
At the time of your session (or a little before), click on the “Join Session” link. It will take you to a page where you will be asked for your “Video Session Access Code”. Type in the **red code** that was included in your email.

It will then show a screen that gives you the option to “Camera Preview” and “Click to Start Call”.





Allow access to Camera and Microphone.



This should connect you to the chat!

### **Text Message**

If you choose to receive these notifications via text message, the same steps will apply. You will get a link sent to your phone with a link and an access code. You can open the link on your phone OR you can type the link into a computer if that is easier. Then use the access code. Voila!



## **HELP! I'm nervous/scared/worried/excited/anxious/etc.**

First of all, IT IS OKAY to feel different ways about the use of this platform. Feel those feelings and talk about them with the person on the other end of the call.

Secondly, we are all in the same boat of learning and finding new ways of doing things. This is a change for many of us counsellors, so take comfort in knowing that you are not alone in these feelings.

Video sessions can be scary and nerve-wracking – especially the first one. Remember that like most changes, it will take time to get used to.

Some suggestions:

- Let others in the house know that you won't be available for a while
- Find a quiet and private space
- Bring a glass of water with you in case you get thirsty
- Accept that it may feel uncomfortable for a while! Put this discomfort out on the table so that your counsellor is aware that this may feel awkward for you.
- Ask as many questions as you can think of

## **What do I do if my WiFi goes down or I get disconnected?**

Don't sweat it, internet and technology challenges happen to everyone. Your counsellor will work with you to help troubleshoot any problems that might come up but if all else fails - call. You can always have a telephone session with your counsellor if you are unable to connect by video. Your counsellor will have your phone number to reach out to you if this happens.



## **Are there any risks to video counselling?**

Just like when we meet face-to-face, there are some risks to video counselling that your counsellor will talk with you about. For some people, video sessions can be less private if they are not able to find a quiet place, particularly with many family members now staying at home.

Your counsellor is happy to work with you to help figure out some ways to avoid interruptions and find privacy, such as using headphones. Also, sometimes in the beginning video counselling may not feel as personal as face-to-face but we will work with you to make sure you feel comfortable and connected.

There are also some really great things about video counselling. Many people find it more convenient since you can attend sessions in the comfort of your own home without having to travel to appointments. Video conferencing also helps stop the spread of viruses and contagious diseases. Additionally, research has shown that most people benefit just as much from video sessions as they would from in-person counselling.

## **What if I am just not comfortable receiving services over video or phone?**

As always, the services at PCC are voluntary and you have the right to say “no”. However, given the direction of government and public health, we are not able to offer in-person services for the foreseeable future to help stop the spread of COVID-19. If you choose not to participate in telephone or video conferencing services, we will close your file with us and your counsellor will offer you information on other resources you can access for support. Remember, you can always get back in touch with us by contacting [WhereToStart.ca](http://WhereToStart.ca) if you would like to resume service.