



Thank you for your interest in using our video counselling services!

This document reviews frequently asked questions about this service as well as the technical requirements needed to successfully participate in video counselling.

Please review this document carefully and call and ask for our Intake Department to confirm whether you would like to proceed with video counselling:  
519.884.0000.

Delivering counselling services electronically is becoming increasingly popular and we are excited to be at the forefront of this practice. While the field is still evolving, our Agency is committed to best clinical practices derived from our work delivering counselling in more traditional ways and as required by our professions' Codes of Ethics and Practice Standards.

There are special considerations that apply to our video counselling services that clients need to be aware of and understand.

**Our video counselling services are delivered exclusively through the OnCall Health video counselling platform. OnCall Health is an independent provider of this technology and not a part of KW Counselling Services.**

**For assistance with confirming whether your equipment will support video counselling as well as for assistance with any future technical difficulties, you can contact OnCall Health directly, Monday through Friday, 9AM-5PM EST:**

1.888.687.9288  
support@oncallhealth.ca

### Technical Requirements

<b>Computer/Mobile Equipment</b>	<b>Desktop or laptop computer, tablet, or mobile iOS or Android device</b>
<b>Operating System</b>	<b>Windows 10.11.6; Mac OS X 10.10</b>
<b>Browser</b>	<b>Most current version of Google Chrome</b>
<b>Internet Connection Speed</b>	<b>45.81</b>
<b>Webcam</b>	<b>Part of your device or an accessory</b>
<b>Microphone</b>	<b>Part of your device or an accessory</b>
<b>Sound</b>	<b>Headphones (recommended) or speakers</b>

## Frequently Asked Questions

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### **What are some of the benefits of video counselling?**

There are many benefits to video counselling, including:

- eliminates the need for access to transportation,
- eliminates travel time and costs,
- removes restrictions/barriers created by geographic location,
- removes restrictions/barriers created by travel limitations and/or contact with others that may exist due to mental health concerns, and/or mobility or accessibility issues.

### **How do I decide whether video counselling is right for me?**

There are several things for you to consider when making your decision about video counselling. These include but are not limited to:

- Do you have reliable access to the necessary technology for video counselling?
- Do you have reliable access to your personal email account?
- Are you able to password protect your computer/laptop/tablet and/or mobile device?
- Do you have access to an electronic form of payment (credit or debit card)?
- Do you have a safe and private space with good lighting to “meet” with your counsellor online?
- Do you have concerns about other people having access to your computer/device usage/billing records?
- Are you at risk for self-harm, harm to others, or any form of violence perpetrated by someone at your location?
- If you are at risk for self-harm, do you have a safety plan and contact information for local support services?

### **Is there special information I will need to provide to be a video counselling client?**

Yes. Due to the fact that you and your counsellor will not be together in a controlled environment, you will need to provide a few important pieces of information at the start of each session including, but not limited to:

- The address of your physical location and/or any other identifying information about where you are located at the time of the video counselling session.
- An alternative way of contacting you if the video counselling session is interrupted for some reason.
- Emergency contact information for someone you trust and who has access to your location at the time of the video counselling session.
- If there is current risk of self-harm, disclosure of whether you have access to any means for harming yourself at the time of the video counselling session.

### **What do I do if I am having trouble with the OnCall Health video counselling platform?**

You can contact OnCall Health directly using the information provided above if you encounter any technical problems

### **Does OnCall Health provide any other type of assistance?**

Yes. You can review a specific list of answers to frequently asked questions on the OnCall Health website:

<https://support.oncallhealth.ca/>

### **What do I do if I do not like the video counselling experience?**

You may decide that video counselling is not right for you. You can discuss other options with your counsellor.