

ACT Programs and Services on Zoom Meetings

ACT has investigated the Zoom for Telehealth/Business platform and has determined that it can be used for online counselling/support/group programming provided service users give their informed consent to receive services through this platform. Service users should be informed by their counsellor/program coordinator that while ACT takes every precaution to maintain confidentiality, the use of Zoom adds an element of insecurity that is beyond the control of both the service provider and the service user.

Notes:

- a. Documentation of informed consent: an email message from the service user indicating that ACT staff has reviewed the Zoom platform with them (including privacy and security limitations) and confirming that they have consented to receive services via the Zoom Telehealth platform.
- b. As a further safeguard, both service user and counsellor/program coordinator are advised to avoid sending sensitive information in written form via the Zoom messaging/chat platform.
- c. Both parties will need to take steps to ensure that the conversation can't be overheard by unauthorised third parties. To this end, the use of headphones by both parties is advised.

Protocols for One on One Counselling/Support with Zoom:

1. The counsellor will conduct a phone assessment to ensure that video counselling is appropriate for the service user and provide an overview of the video counselling process,
 - a. Highlight ways to enhance privacy and audio and visual quality:
 - i. Are they able to access zoom in a private space?
 - ii. Do they have earphones with a microphone?
 - iii. Is their wifi connection sometime unstable? Can they call in?
 - b. Explain that they can access Zoom for Telehealth on their computer desktop or phone but will need to download the Zoom app in order to use the platform.
 - c. Clarify that they will receive a follow-up separate email from you (an ACT email) with instructions to test Zoom, the link to the Zoom Meeting and the meeting details (Meeting ID, password, date/time, etc.)
 - d. Confirm that they will need to download and test Zoom before their counselling appointment and will let you know if they run into any challenges.
 - e. Confirm time of next appointment.
 - f. Confirm back-up method of communication.
2. Send an email capturing the above information and request that the service user responds confirming that they have received the information and consent to receiving services through Zoom for Telehealth.

Protocols for Closed Group Programming with Zoom:

1. Carry out the phone assessment process as outlined for one-on-one counselling.
2. ACT staff will schedule the Zoom Meeting with the following settings:
 - a. Ensure the Zoom Meeting ID is “Generated Automatically” (encrypted)
 - b. In “Meeting Options” disable “Join before host”
 - c. In “Meeting Options” enable “mute participants upon entry”, to reduce disruption
 - d. Disable file transfers in the chat box
 - e. Disable private chats between participants
3. ACT staff will email all registered group members (within a bcc’d email list) an encrypted link to a Zoom Meeting, which will include the following instructions & information:
 - Please test Zoom at home prior to the session, to ensure that your computer/phone are compatible with this system.
 - Code of conduct for group participants within the group on Zoom:
 - Confidentiality: While ACT endeavors to protect the privacy and confidentiality of all participants within our groups; it is the responsibility of all participants to maintain the privacy of all people within the group and to not share any of the names or content discussed in this group with anyone outside the group.
 - Do not record, photograph/screenshot, or share the Zoom link to this group with anyone.
 - Headphones with microphone will improve sound quality for all parties using Zoom.
4. ACT staff will send a reminder email (within bcc’d email list) to the group the morning of the group program.
5. During the first session of a closed group, ACT staff will develop a series of group norms including considerations about the Zoom platform; this may include:
 - Whether participants need to have their camera’s on during the group
 - Is it okay to just call in to the meeting?
 - Do the participants need to remain indoors during the meeting?
 - Establishing how to share the space without speaking over each other
 - Discuss conduct around distracting behaviours
 - Is it okay to eat during the meeting?
 - Request that people not multitask during the meeting (texting, moving around, engaging in other online activities etc.)
 - Norms around joining or exiting the group outside the pre-determined start/end time (this is acceptable during “drop-in” style groups)
 - Do not allow use of chat to individuals; only chatting with the entire group
 - What kinds of things are not tolerated on the Zoom group platform (ie. pornography, substance use, no vaping/smoking, etc.)
 - Clarify that while ACT is committed to a harm reduction approach and does not require service users to be abstinent in order to access services, group members will be expected to refrain from substance use during or immediately before a group session as this may negatively impact their participation.

6. ACT staff will share a link to an online survey to evaluate the group (this will include specific questions about the experience using the Zoom platform for the group). The frequency of evaluation will be determined by the coordinator and their manager.

Protocols for Open Group Programming or Workshops with Zoom:

1. Promotion for the Open Group or Workshop will include a link to a registration platform.
2. Prior to the Open Group or Workshop, ACT staff will send a mass email (bcc) to all registered service users/participants to explain consent up front.
3. Receive consent via email to engage on this platform from the service user/participant
4. ACT staff will email the service users/participants (within a bcc'd email list) an encrypted link to a Zoom Meeting, which will include the following information & instruction:
 - Please test Zoom at home prior to the session, to ensure that your computer/phone are compatible with this system.
 - Code of conduct for group participants within the group on Zoom:
 - Confidentiality: While ACT endeavors to protect the privacy and confidentiality of all participants within our groups; it is the responsibility of all participants to maintain the privacy of all people within the group and to not share any of the names or content discussed in this group with anyone outside the group.
 - Do not record, photograph, or share the Zoom link to this group with anyone.
 - Headphones with microphone will improve sound quality for all parties using Zoom.
5. ACT staff will send a reminder email (within bcc'd email list) to the group the morning of the group program.
6. During the first session of a closed group, ACT staff will develop a series of group norms including considerations about the Zoom platform; this may include:
 - Establishing how to share the space without speaking over each other
 - When and how should questions be asked (raise hand on Zoom, or type question into chat, etc.)
 - What kinds of things are not tolerated on the Zoom group platform (ie. pornography, substance use, etc.)
7. ACT staff will share a link to an online survey to evaluate the group (this will include specific questions about the experience using the Zoom platform for the group).

Details of Zoom for Telehealth Compliance with PIPEDA and PHIPA

- Zoom protects data in transit with the strongest level of encryption (256-bit Advanced Encryption Standard) and through Data Protection Agreements
- Zoom does not monitor, view or track any of the video or audio content in video meetings/webinars
- Customer data is never shared with third parties