

Family Service Saskatoon

Client Information Sheet for Video Counselling

GETTING READY FOR VIDEO COUNSELLING

- Once a counselling appointment has been confirmed, you will receive a dedicated Zoom weblink for your video counselling session sent by your counsellor either by text message or email.
- Please note that only your counsellor can initiate the video counselling session; you can only join the meeting as a participant.
- To join your video counselling session, you will need to click on the weblink at the time of your scheduled appointment. Please note the following:
 - User Experience will differ from one screen size to another (for example, your meeting view using a cell phone will not be the same as using a tablet; your view using a tablet will not be the same as using a laptop)
 - You do not need a Zoom account or to download any software to attend a Zoom meeting when using a laptop or a desktop computer once you have clicked on the link that you have been provided.
 - For instance, when you receive a **meeting invite via email**, please follow the steps below:
 - i. click on the link
 - ii. follow the webpage instructions to participate in your designated meeting
 - iii. When prompted, insert the unique meeting password provided to you by your counsellor to enable you join your meeting
 - If you receive your **meeting invite via text message** and you prefer to join your session using your mobile device e.g. cellphone or tablet, you may be required to download the application software onto your device in order to join your session
 - To join your session via a mobile device, please follow the below steps:
 - i. click the invitation link sent to you
 - ii. the link will navigate you to the Zoom App and prompt you to enter a Meeting ID
 - iii. insert the unique meeting password provided to you by your counsellor to enable you join your meeting
 - Your counsellor will be available by video only at the time of your scheduled appointment
 - If you need to arrange or change appointments, please contact your counsellor through email or phone between 9.00 am and 5.00 pm on weekdays

TECHNICAL/TECHNOLOGY TROUBLESHOOTING

Internet Connection:

- i. Ensure you are connected to the internet either through wired or wireless network
- ii. If you are unable to connect to your session due to internet error, please communicate this with your counsellor while you resolve the internet problem with you Internet Service Provider

What if I cannot connect with the session?

- i. Check your internet to ensure you have a connection
- ii. If the host has not started the session, you may not be able to connect. As such, please wait a few seconds after attempting to join your session and try again. You may be placed in a waiting room until your Counsellor joins you to the session
- iii. Be sure to enter the correct Meeting ID and password provided for each session

What if I get disconnected?

- i. A slow, or unreliable connection such as low bandwidth, high loss, throttling, may cause you to be disconnected from your video counselling session
- ii. A software conflict between the Zoom app and your mobile device may also be a reason you get disconnected
- iii. Be sure you are connected to a strong internet network and if possible, ensure no other software is running in the background that may disrupt your video counselling session
- iv. If disconnection persists, you and your counsellor will discuss how to reconnect with each other
- v. If you feel that there has been a miscommunication during your video session due to disconnection and/or glitches, please let the counsellor know so that it can be addressed quickly

What if it is not safe to go ahead with the video session?

- i. End the call immediately and send a message to your counsellor letting them know why it was not safe to go ahead with the video session
- ii. Together with your counsellor, determine the next steps to complete the session
- iii. If the reason as to why you abruptly ended the session requires the counsellor to notify the authorities (police, etc.), please be advise the counsellor has a duty to do so

INFORMATION PRIVACY AND SECURITY

1. Family Service Saskatoon is committed to protecting your privacy. Our agency is utilizing a **secure video call platform** that is equipped with:
 - i. **End-To-End Encryption** which allows for a secured communication where only the participants or intended recipient can read/hear the secured message
 - ii. **Host and Client authenticated meeting:** A host (your counsellor) is required to authenticate (via https) to the Zoom site with their user credentials (ID and password) to start a meeting. Each session has a unique set of session parameters that are generated by Zoom.
 - iii. **Authenticated participant** must have access to the session parameters in conjunction with the unique session token in order to successfully join the meeting.
 - iv. **Firewall Compatibility:** During session setup, the Zoom client connects via HTTPS (port 443/TLS) to Zoom servers to obtain information required for connecting to the applicable meeting or webinar, and to assess the current network environment such as the appropriate multimedia router to use, which ports are open and whether an SSL proxy is used.
2. Please be advised video sessions will not be recorded by Family Service Saskatoon Counsellors.