March 16, 2020

**TELEPHONE COUNSELLING**

The Regina Sexual Assault Centre cares about the wellbeing of our clients, staff and community. With the rapidly changing situation with the COVID-19 virus, the Centre has made the decision to move to telephone counselling sessions for clients and to suspend groups in order to slow the rate of infection in our community.

Please read the information below about telephone counselling sessions. You may ask your counsellor questions if something is not clear.

**CONFIDENTIALITY**

Your confidentiality and privacy is extremely important to us. Telephone counselling sessions will be conducted using a Regina Sexual Assault Centre cell phone. Sessions may occur (if necessary) at the counsellor's home, in a private area where others cannot overhear. Noise cancelling machines will be used if your counsellor is not alone in the home while a session is in progress.

Your counsellor has been given a password protected USB to save notes, emails and other documents. Notes will be brief and only initials will be used. At the earliest possible time, session notes will be printed out at our office, added to the paper file and deleted from the USB.

As cell phones are not secure devices, there is a risk that your session may be heard. You can increase privacy by not using identifying information such as names, school names, addresses, etc. Counsellor cell phones will only be used for sessions or to confirm an appointment. Phones will not be regularly monitored and you should not text sensitive information or call outside of appointment times. If you are in crisis, do not call your counsellor's phone. Please call our crisis line at 306-352-0434 or Mobile Crisis at 306-757-0127.

**SESSION LIMITS and MISSED APPOINTMENTS**

Depending on counsellor availability, your counselling schedule may vary and sessions may range from a 15 minute "check in" to 60 minutes. Telephone sessions will not count toward session limits that are in place.

As per policy, if you miss or cancel an appointment with less than 24 hours notice more than three times in a six month period, counselling will be discontinued and you will be invited to be placed on our waitlist for the next available spot, should you wish.

If you cancel and/or reschedule three consecutive sessions, counselling will be discontinued and you will be invited to be placed on our waitlist.

If you have any questions, please ask your counsellor. By reading this document and sending back an email response that says "I have read and agree", you are consenting to telephone counselling sessions and that you understand and accept the risks that exist for receiving counselling in this format.

Lisa Miller

Executive Director