



**INFORMED CONSENT TO PHONE AND VIDEO SERVICES**

**B 7.4.2**

Lutherwood recognizes that the use of technology can sometimes be a helpful way to provide service to you, when meeting in person is not possible or suitable. However, before we agree to offer services through phone or video options, it is important that everyone understands and accepts the risks and guidelines.

I, \_\_\_\_\_, agree to participate in services by phone and/or video options.

The following has been explained to me:

- To ensure my privacy, I understand I should choose a private and quiet place where our conversation cannot be overheard and free from distraction. I understand that when meeting by phone or video, there is a risk of others finding out about me working with Lutherwood if I did not want them to know.
- I have been asked not to record this session without the direct permission of everyone involved.
- All individuals present for the phone or video session must be within view of the camera or acknowledge their presence so that everyone is fully aware of who is participating.
- I understand that it is necessary to let staff know of my location and provide an emergency contact and that in the event of an emergency, emergency services may be called to my location.
- I understand there could be interruptions in meetings due to technology or connection failures, and we will create a plan in advance for what to do if this happens.
- Everything outlined in the service agreement previously reviewed with me that applies to in-person meetings also applies to phone and video meetings. Phone and video meetings will be summarized and entered into my file as part of my record, in the same way as in-person meetings.
- Phone and video meetings are not always the best way to communicate and staff may decide that they are no longer appropriate. It has been explained to me that face-to-face meetings with staff or other alternatives may be suggested if phone or video meetings are no longer suitable.
- I understand that I am to use a private internet connection rather than public/free wifi, as this increases confidentiality and security.
- I understand that I am to use passwords on all my devices as this controls who has access and improves confidentiality and security.
- I understand that no phone or online video software is entirely secure. Lutherwood computer systems have strong internal security, which helps protect my privacy and confidentiality. Lutherwood will not be responsible for breaches of my confidential information if they are not the direct result of intentional misconduct of Lutherwood.

**Acknowledgement and Agreement**

I acknowledge that I have read this consent form, agree to the risks and parameters involved and that adding my digital signature and date stamp on the "Client Signature" line and Parent/Guardian Signature" line (*if applicable*), below will serve as my consent to the above conditions explained to me. I understand that I have the right to withhold and/or withdraw my consent at any time by email or in writing.

Client Name: \_\_\_\_\_ Client email: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Parent/Guardian Signature (*if applicable*): \_\_\_\_\_

Staff Signature: \_\_\_\_\_