



Family Counselling and
Support Services
FOR GUELPH-WELLINGTON

A resilient and supported community.

Guidelines for Online/Video Counselling Sessions

1. To ensure your confidentiality, please ensure you are in a private space and use headphones if possible
2. No video or audio recording of any kind.
3. Please attend sessions as you would in person (no use of mood altering substances, no one else in the room, etc.)
4. Should you leave the video suddenly and not return within 5 minutes the counsellor will try calling you to check in; depending on the circumstances, the counsellor may call for help for you if you do not reconnect
5. Ensure you have everything they need to be ready to participate i.e. pen and paper, handouts, glass of water, any grounding items needed, etc.

Disclaimer for Participating in an Online/Video Session

Under no circumstance shall we have any liability to you for any loss or damage of any kind incurred as a result of the use of the site/video conferencing / forums, discussions or advice given or reliance on any information provided on the video conferencing / forums. Your use of the video conferencing / forums and your reliance on any information on the site / video conferencing / forums **is solely used at your own risk.**

Your use of the platform is conditional on your acceptance of these Terms..