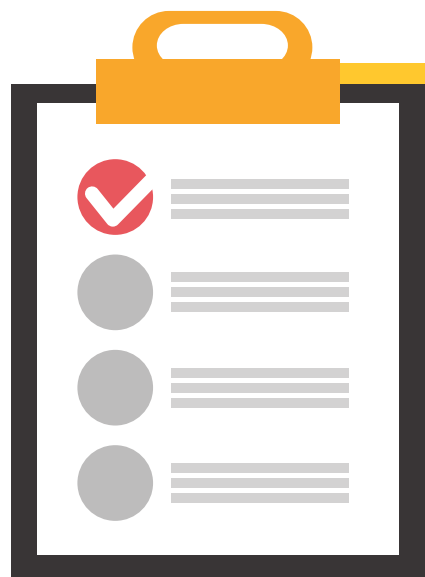


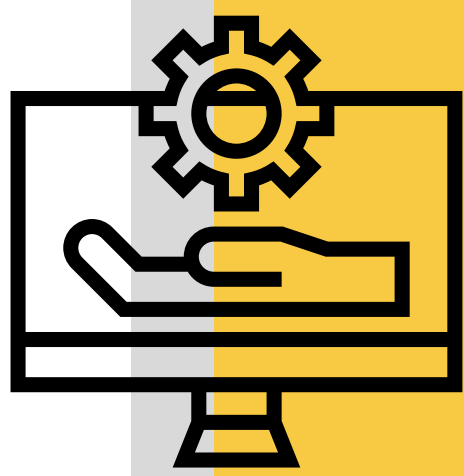
# Switching to Tele-Health Communications for Social Workers

*Transitioning to tele-communications due to COVID-19 has been a new experience for many. Choose and learn the system that works best for you, learn about the functionalities and limitations, learn about the liabilities, and adjust to normalize the experience.*



## PLANNING

- get contact and address information in case of a technology malfunction
- emergency plan if the person accessing services is at risk of harm
- signal indicating the presence of someone else in the room



## SOFTWARE & STAGING

- private paid networks offer better security
- Canadian management system that adheres to Canadian privacy laws
- thoughtful staging of the space in which services will be provided



## PRIVACY

- everyone should know that no electronic system is 100% secure
- ensure all platforms are password and anti-virus protected
- avoid using free public Wi-Fi



## LIABILITY INSURANCE

- make sure you are insured for online practice in different jurisdictions
- contact [www.casw.bmsgroup.com](http://www.casw.bmsgroup.com) to answer your questions



## CONFIDENTIALITY & CONSENT

- plan to ensure confidentiality, use a secure internet connection
- update confidentiality and consent forms to include virtual communication