Virtual Services Information Sheet

De Novo Treatment Centre offers three (3) different types of virtual services.
If virtual service is not right for you, ask for an in-person appointment.

TELEPHONE APPOINTMENTS



How telephone appointments are used

- To complete the Intake Interview.
- For questions regarding referral and intake process.
- For after care support calls.
- One-on-one appointments.
- Please note: When De Novo calls you, you may not recognize the number or the caller ID may display as “unknown” on your phone. This is for privacy reasons.

Things you need for a telephone appointment

- A telephone (land line or mobile phone).
- If using a mobile phone, a good signal and a fully charged phone is required and a headphone or ‘ear buds’ may be helpful.
- A quiet, private space that is safe and comfortable.

VIDEO APPOINTMENTS



How video appointments are used

- For one-on-one appointment or group appointments.
- For family or caregivers to participate, such as for group therapy or education sessions.

Things you need for a video appointment

- Webcam and microphone on a smartphone (mobile or cell phone), tablet or computer.
- A reliable Internet connection and valid email address.
- You may need to download a program or application (“app”). De Novo uses MSTeams.
- A private, quiet, and well-lit space that is safe and comfortable.

EMAILING



How messaging is used

- Often used for sending documentation related to referral and intake, reminders, notifications, sharing information.
- When sending documentation, it is recommended that the document is password protected. You can choose the password. Please let us know. You can also choose for the document not be password protected but you need to tell De Novo that this is your request.
- You may send messages at any time, but responses to your messages may not be immediate.
- If you are experiencing an urgent situation or crisis, do not send an email. Call 988 for a mental health crisis or 911 for a safety and security crisis.

Things you need for messaging

- A reliable Internet connection, valid email address, and access to an electronic device to access your email account.

Virtual Service Check List

De Novo Treatment Centre offers three (3) different types of virtual services. If virtual service is not right for you, ask for an in-person appointment.

TELEPHONE



☐ I have a valid phone number and personal cell phone or landline

☐ I have set aside dedicated time to have a telephone appointment

☐ I have a safe and private space to have a telephone appointment

VIDEO



☐ I have a personal smartphone, tablet or computer with a webcam and microphone

☐ I have a personal (not business) email account

☐ I have a high-speed, stable internet connection

☐ I have videoconferencing software, or I know how to download a program

☐ I have set aside dedicated time to have a video appointment

☐ I have the skills or support to use my computer, phone, or tablet for a video call

☐ I have a well-lit, safe, and private space to have a video call

☐ I am comfortable being on camera

EMAILING



☐ I have a personal smartphone, tablet, or computer

☐ I have a personal (not business) email account

☐ I have the skills or support to use a computer, tablet, or phone for messaging

☐ I am aware that some messaging systems may be less secure/private

Other Things I Need to Remember

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Risks Associated with Virtual Services

De Novo Treatment Centre offers three (3) different types of virtual services. If virtual service is not right for you, ask for an in-person appointment.

Understand that calls or emails you receive are not secure in the same way as a private appointment.

- **Use a private phone/computer/device.**
- **Use a secure account and a secure Internet connection. Using a personal and encrypted email account is more secure than using an unencrypted email account, and your access to the Internet on your home network will generally be more secure than an open guest Wi-Fi connection.**
- **Monitor your surroundings. Avoid public places where your conversation can be overheard.**
- **Make sure you are in a safe place, have supports you can access, or a plan if you need immediate in-person help.**

De Novo is not always able to answer phone calls and emails right away.

- **If you are experiencing an emergency call 911.**
- **If you are experiencing a mental health crisis, call 988.**

There are differences between face-to-face/in-person services and virtual services. Some professional and therapeutic boundary challenges we might experience include:

- **Blurring of physical spaces: This means lines between our professional time and your personal life can feel less clear. We want to treat virtual appointments the same as in-person interaction. We keep appointment times, are prepared for appointments, and interact with each other professionally.**
- **Body language: With virtual services, we may miss some or all of each other's non-verbal cues. We want to be more direct with our words to make sure we understand each other. If we don't understand each other, we ask for clarification.**
- **Different ways and times to connect: Technology allows us to connect in different ways (e-mail, MS Teams) but we'll have specific times for service delivery so that professional roles and responsibilities remain clear.**