

UNIVERSITY OF OTTAWA COUNSELLING SERVICE

User Guide for Video/Audio Counselling

Please note that due to COVID-19 precautions, typical procedures are being modified at the Counselling Services office on a temporary basis. All students will be scheduled for a remote session (ex. PHIPA-compliant videoconference) rather than being seen in-person.

Your session will be conducted online, through Microsoft TEAMS. In order to access UOttawa Counselling Services, you must be a registered student with the University of Ottawa, and you must be currently located in Ontario.

Video/Audio counselling Instructions:

You will receive 2 consent forms by email to your uOttawa email account. Please review **both** prior to your session, but do not complete them. Your therapist will review them with you during the beginning of your session. You will be providing a verbal consent that your counsellor will indicate in your case note for your session.

Recognize that eye contact can be difficult to establish via videoconference, even if your counselor is trying.

Prior to your counselling appointment, please take the following steps. Following these general guidelines will help to ensure a positive teletherapy experience:

1. Create a confidential and private space where you are unlikely to be interrupted, and your conversation will not be overheard. You should be located in a confidential space for counselling to proceed. Consider creating white noise outside the doorway if needed (white noise apps are downloadable).
2. If possible, use headphones or earbuds for clearer communication and increase privacy.
3. Please ensure you have access to Microsoft Teams and log in using your uOttawa credentials. All students of uOttawa have access to Microsoft Teams for free. For more information, please go to: <https://it.uottawa.ca/office365/teams>
4. Use the biggest screen size available to you (i.e. a laptop is preferable over a phone). Ensure that the device is stable, and the camera is level with your eyes. If possible, be in a well-lit room and if possible, have no bright light source directly behind you.
5. Clear your internet by closing any programs you don't need. Web browsers and programs that are open use internet bandwidth and can make the connection unstable or choppy. For more detailed instructions, watch the video at <https://personcenteredtech.com/tmh/clients>.
6. Test your webcam and speakers before your appointment to make sure they are working.
7. Complete the OQ-45 questionnaire, instructions have been sent to you by email.

Emergency Resources in the Community

5411 (on campus) 911 or Nearest Emergency Room (off campus)

- Hôpital Montfort: 713 Montreal Rd. Ottawa, ON
- The General: 501 Smyth Rd. Ottawa, ON
- The Civic: 1053 Carling Ave. Ottawa, ON
- Queensway Carleton Hospital: 3045 Baseline Rd. Nepean, ON

Non-Urgent UOttawa Counselling Services Mental Health Resources Online:

- Get Started section of UOttawa Counselling Services website for apps, worksheets, bibliotherapy: <https://sass.uottawa.ca/en/counselling/get-started>
- TAO self-enrolled modules for managing feelings of anxiety, depression and mindfulness resources: <https://thepath-ca.taoconnect.org/>

Non-Urgent Mental Health Community Resources offered by phone:

Good 2 Talk – 1-866-925-5454

- Helpline for Post-Secondary Students only
- Offer texting
- 1-hour counselling session with a professional counsellor
- 24/7 – 365 days a year

Empower me – 1-844-741-6389

- http://studentcare.ca/rte/en/IHaveAPlan_Ottawa_EmpowerMe_EmpowerMe
- 24/7

Student Support Program (GSAED) – 1-855-649-8641

<https://www.workhealthlife.com/>

Distress Centre Ottawa & Region – 613-238-3311

- Telephone support by professionally trained volunteers
- 24/7 – 365 days a year
- English services only

Tel-Aide Outaouais (Gatineau 819-775-3223) (Ottawa 613-741-6433)

- Telephone support by professionally trained volunteers
- 8am – 12am – 7 days a week
- French services only