



Electronic Communications Policy

Registered Clinical Counsellors who use any form of electronic communication in their practices have an Electronic Communication Policy that outlines the general limitations in the security of information shared via electronic mediums.

Privacy and Security

TOV Trauma Recovery Services uses Transport Layer Security (TLS) when sending emails, which is a security protocol that encrypts email to protect its privacy. We also use a Virtual Private Network (VPN) as an added security measure for all of our internet usage. As we endeavor to be a completely paperless organization, all personal client information is stored and backed up in secure cloud services that are compliant with the Personal Information Protection Act (PIPA).

Collection and Storage of Personal Information

TOV Trauma Recovery Services takes client confidentiality very seriously and adheres to all regulatory guidelines as outlined by the British Columbia Association of Clinical Counsellors (BCACC). We keep all personal information confidential and agree to not disclose this information to any person whatsoever without prior written consent from the client.

Client records will be maintained for seven years after the therapeutic relationship has expired. After seven years, the client's information will be erased and/or destroyed.

Electronic Mail (Email)

While email can be an efficient way to communicate with your therapist, please consider the following risks:

- Email is more vulnerable to confidentiality breaches, especially if it is not encrypted,
- Messages may not be received or responded to in a timely way or at all.

How we will handle your emails:

- We aim to respond to all emails within three business days. If you do not receive a response within that time frame, please call us at 778-715-1125.



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- If a staff member receives an email containing personal information in error, they will forward the message, unread, to the appropriate party, and will contact the sender to confirm that this has been done.
- Contact information and a record of contact history will be kept for a maximum of 24 months after the therapeutic relationship has expired. Information that is pertinent to your file and is shared via email may be saved as a note to your file.
- Any handouts, worksheets or other resource materials your therapist may want to share with you will be provided via charting notes on your personal TOV Trauma Recovery Services profile @ <https://tovtraumarecovery.janeapp.com/login>

Email Best Practice for Clients:

- It is not recommended that clients communicate by email if they do not have a private email address with their own user ID and password. Access to encryption is preferred.
- Use your own electronic device, preferably one that is not shared with others, and ensure that it is password protected.
- Use a private and secure WiFi. Using a VPN when possible is also encouraged.
- Check your email privacy settings.
- It is recommended that clients identify the purpose of their email in the subject line that makes clear the purpose and urgency of the communication. It is not recommended to share sensitive content including attachments via email.
- Communicating emergencies via email is **not** appropriate and is strongly discouraged.

Telephone Communication

Communication via telephone is used predominantly for scheduling purposes only. Client's contact information is never saved on the clinician's phone and phone records and voice mail messages will be deleted as soon as possible. If your clinician needs to leave you a voice mail message, they will identify themselves with their full name but will not mention their occupation or the name of the clinic.



Text Messaging

Text messaging with your therapist is discouraged as some phones are set to have their messages “pop-up” on their screen, even when their phones are locked, thus making text messages vulnerable to a breach in confidentiality.

Social Media Policy

Online Social Networks

Currently TOV Trauma Recovery Services has a website, a Facebook page, and an Instagram account, all of which are open to the public. These accounts are meant to help disseminate information that may be of value to our clients. However, before following these accounts please be aware that following TOV Trauma Recovery Services on any of these public platforms may compromise your confidentiality and privacy.

To help protect your confidentiality and privacy, TOV Trauma Recovery Services will not follow any identifiable current or former client on any social media platform. Likewise we do not use search engines, such as Google, to look up any of our clients, past or present, nor do we view content on any identifiable current or former client’s social media pages. If you have content that you feel is important to share with your therapist, you are welcome to discuss this with them during your session.

In addition to TOV Trauma Recovery Service’s pages, individual therapists at TOV may also have their own accounts across various social media platforms. Again, as therapist, we do not follow or “friend” any identifiable current or former clients on any social media platform, including on LinkedIn. We also do not respond to messages sent via these platforms.



TOV TRAUMA RECOVERY SERVICES

Business Review Sites

TOV Trauma Recovery Services may be found on various business review sites which may offer opportunities for clients to leave reviews. We discourage clients from leaving reviews on these sites as doing so may compromise their confidentiality and privacy.

If you have any concerns or complaints regarding the services provided by TOV Trauma Recovery Services, we encourage you to address your concerns with your therapist, or contact the British Columbia Association of Clinical Counsellors (BCACC) at <https://bc-counsellors.org/regulation/complaints/>

Alternatively, if you would like to leave a positive review or testimonial but prefer to remain anonymous, please submit your statement to info@tovtraumarecovery.com so your comments can be uploaded to our website.

If you have any questions or concerns about any of our policies or your safety and privacy, please do not hesitate to discuss these issues with your counsellor.