

Family Support Group via Zoom Guidelines & Consent

The Royal's Family Support Program is offering some services right into your home through your computer, phone or tablet. The way it works is that a link would be sent to your e-mail with an invitation to participate through Zoom. The link would not contain any personal health information; only the date and time of the session. There can be risks of sending an e-mail over the internet and risks for participating in a Zoom session. Conditions and risks are outlined below.

*Please be advised that these groups are available only for residents of Ontario. In order to participate, ***we require your residential street address and phone number.*** This address will be used only in the event of a crisis should there be a perceived risk of harm to yourself or others. Your address will be retained in a password-locked computer and not shared with the group. These sessions will be for family group support. Individual crisis support will NOT be offered.

Should you wish to participate, please read and acknowledge the details below by replying with an email to juliet.haynes@theroyal.ca. In your email **please also include your residential street address, phone number and indicate your preferred session, Tues noon-1pm or Wed 4-5pm.**

In accepting the meeting invitation and actively participating in the Zoom session, you:

- Understand that we are offering this group using Zoom Professional Mode and not Healthcare Mode and there are potential in privacy risks with this forum.
- Acknowledge your consent is explicitly given.
- Agree not to record the session or take photos of the session.
- Agree to maintain people's confidence – what you hear in the session stays in the session.

In setting up your Zoom profile:

- Please use your first name only.
- All individuals present for the virtual session must be within view of the camera so the facilitators are aware of who is participating.
- Please keep in mind that Zoom video allows all participants to see and hear one another.
- Please remove any personal belongings or anything that could identify you or your loved ones personally from view.
- Please refrain from referring to your loved one by name during the session.
- Please choose a private location to participate in the session and wear earbuds.
- Please keep the sessions positive and supportive.

Sometimes we encounter technological glitches – we apologize in advance. If we lose connection please try to login again.

A link to a Zoom session will **only** be sent once your contact information has been received. Please feel free to also include any questions or topics you would like covered.

Resources:

- Canadian Addiction Counsellors Certification Federation www.cacfc.ca free addiction counselling to Canadians
- Crisis Line/Distress Line <https://www.dcottawa.on.ca/24-7-crisis-line/>
- CMHA <https://ontario.cmha.ca/documents/are-you-in-crisis/>
- Big White Wall <https://www.bigwhitewall.com/?lang=en-ca>
- Bounce Back <https://bouncebackbc.ca/>
- Family Services Ottawa offers free, reduced rates, low-cost, sliding scale therapy options. Please call 613.725.3601. Please select option 1 for English and then select option 2 to speak with the intake team during Walk-in Clinic times.
- Mental Health Commission of Canada
<https://www.mentalhealthcommission.ca/English/covid19>
- National Education Alliance for Borderline Personality Disorders (NEA.BPD) Free for a limited time webinars <https://www.borderlinepersonalitydisorder.org/webinars/>
- Ottawa Coalition to End Violence against Women <https://www.octevaw-cocvff.ca/get-help>
- Text4Hope is a free service providing three months of daily Cognitive Behavioural Therapy (CBT)-based text messages written by mental health therapists. Please text the message, "COVID19HOPE" to the number 393939
- The Royal <https://www.theroyal.ca/COVID19>

On-line Activities

- Art Gallery of Ontario (AGO) <https://ago.ca/collection/browse>
- 12 Famous Museums offer virtual tours online. Visit <https://artsandculture.google.com/partner>
- Ocean Voyager live views from the Georgia Aquarium.
<https://www.georgiaaquarium.org/webcam/ocean-voyager/>
- Oh You Pretty Things_ Filmmaker Gary Hustwit is streaming his documentaries free worldwide during the global COVID crisis. <https://www.ohyouprettythings.com/free>
- Montreal's Museum Of Fine Arts Has Free Online Art Therapy - on their Facebook page every Friday
- Laura Horn Art's Abstract Collage Creations course is free. <https://www.laurahornart.com/>
- The Science of Well-Being free 2-week MOOC from Yale designed to teach you how to build healthy habits and increase your happiness. <https://www.coursera.org/learn/the-science-of-well-being>
- Edx - Free online courses from top universities <https://www.edx.org/course>