



556 BOLESKINE ROAD, VICTORIA, BRITISH COLUMBIA V8Z 1E8

Phone (250) 475-4157 Fax (250) 475-4238

Video Conferencing/Counselling

Dear Colleagues,

The use of Zoom has been approved for teachers and counsellors to use for video communication with students and families. Please review the following message from IT:

We are pleased to be one of the first school districts in BC to provide the provincial license for Zoom Video Conferencing.

The Ministry has shared the following information regarding the new provincial license:

1. *Why was Zoom chosen as the video conferencing application?*
 - i. *Zoom has been reviewed by government and meets the privacy and security requirements. The application's data for Canadian users is housed at its Canadian-hosted data centers in Vancouver and Toronto. The application's platform is known to offer a smooth audio/video experience with minimal interruptions if any for users with fast or slower Internet connection speeds. Some school districts and independent school authorities may also elect to use other online communication tools.*
2. *What type of security and privacy measures will be taken to protect students?*
 - i. *The Zoom enterprise (business) application provided to school districts has robust security features that meets B.C. government standards. These features are not available on the free version of the application. The enterprise application of Zoom has been reviewed by government as part of its review of applications used by public sector organizations. The Zoom enterprise application does not provide personal information to third party businesses such as Facebook and Microsoft.*

Regarding consent:

- Under the circumstances, and in lieu of our online consent portal currently being in development, we ask that teachers review the attached guidelines and share the following points with families prior to engaging with students using Zoom Video Conferencing.

- o Students are not required to create an individual account and login to Zoom to take part in a video call. They can access the video conference call from the unique web link shared by the teacher.
- o It should be made clear to families that they are under no obligation take part in a Zoom Video Conference call. As it states in the attached guidelines, video conferencing is not a necessity for remote teaching and learning.
- o Please let families know that they may also join the call by simply dialing in to the audio via the available Zoom phone lines.
- o Families should review the Zoom privacy policy before deciding to use Zoom Video Conferencing: <https://zoom.us/docs/en-us/childrens-privacy.html>.

To access the new license staff need to sign in using their **@sd61.bc.ca** district email address to our new Zoom link: <https://gvsd61.zoom.us>

Updated instructions and guidelines are attached.

From a counselling perspective:

1. Parents will need to review the Zoom privacy policy prior to Zoom communication.
2. Digital consent forms are now on the Portal and also attached to this email.
3. As part of the student/family consultation, it is key to ask if video counselling is a format that they are open to and if not, phone connection will be the continued option.
4. It is also important for the counsellor to consider if this is a format that suits your work as well. If not, phone connection will be the continued option.

Virtual Counselling Tips

1. Carve out a quiet space and intentional time for counselling. Distractions are never ideal when you're trying to work from home. If you're self-isolating with another person, you could also ask them to wear headphones or take a walk outside while you are online. If children are in the home, schedule times when they are supervised by another adult or can access independent activities.

2. Expect some adjustments. It's going to be a different experience and it is natural to grieve the typical connections that you are accustomed to.

3. Be flexible with the format. You are able to use the combination of messaging, audio, and video that best fits the communication needs of the student/family environment as well as your own.

7. Don't be afraid to give receive feedback. It will be important to check in to see if the video format is meeting the student/family needs and if not, a return to phone connection is available.

8. You are an invaluable support and connection for students and families at this time.
Thank you for your work!