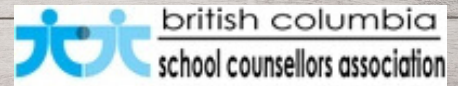




VIRTUAL SCHOOL COUNSELLING RESOURCE

Responsibilities & Rights



The following document is part of collection of resources created by the B.C. School Counsellors Association.

The purpose of providing this resource is to ensure school counsellors offer an effective, safe and secure service, while minimizing risk and protecting the students and families we support.

The USE of this document (formatting&content or content only) should ONLY OCCUR AFTER a professional COLLABORATIVE DISCUSSION and CONSULTATION with your administrator.

Additionally, it important to ensure the integration of any of the recommendations/suggestions contained in this document be compliant with School District guidelines & policies regarding, security, privacy and the use of approved technologies.

All rights and permissions for use of this document, whole and in part, are granted to the end user.

Collaboration is a process not a destination!

VIRTUAL SCHOOL COUNSELLING

FREQUENTLY ASKED QUESTIONS



What is virtual school counselling?

Virtual school counselling involves meeting with your school counsellor to receive real-time support remotely via the internet **or phone**. It enables students/guardians/parents to connect with their school counsellor via audio, video or text without going to school.

What are the benefits of virtual school counselling?

Virtual school counselling enables real-time to the school counsellor, which offers

- more access & convenience
- reduced “telephone tag” and wait times
- access to other resources and website can be easier
- preserves a pre-existing school counsellor relationship.
- a service which some students feel is less inhibiting than in person

Are virtual school counselling visits secure?

We value your privacy and have selected platforms to enable virtual school counselling visits. To ensure security, students should use employ anti-virus/malware safeguards on their devices and password-protected internet connections.

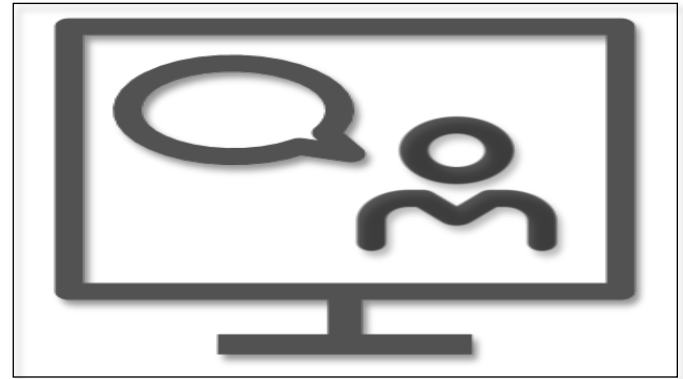
Can I schedule a virtual school counselling session at any time of the day or night or on the weekend?

If your school counsellor is offering virtual sessions, they should take place during the hours of a typical school day. Check your school's website for the school counsellor's availability.

What if I have an emergency, should I schedule a virtual school counselling session?

If you or someone you know is experiencing suicidal thoughts or is injured call 911 IMMEDIATELY!

If your school counsellor is not available AND you are struggling emotionally, please contact the BC Crisis Line 1-800-784-2433 or Kids Help Phone 1-800-668-6868



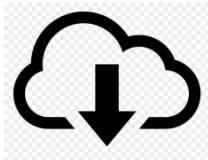
How do I prepare for a virtual school counselling visit?

To make sure your virtual session is successful; you'll want to consider the following:

- Ensure you are using a fast, reliable & password-protected internet connection
- Ensure your device privacy settings allow access to your camera and microphone, if you are using one
- Test that your camera and microphone are working and your volume is up
- Sit in a well-lit, distraction-free location where you can discuss private matters
- Prepare to share a phone number of where you can be reached if the session is interrupted
- Try to be as clear as you can about the specific issue or concern that your school counsellor can help you with
- Prepare to share your physical address and name of a person and a phone number of where you can be reached case of an emergency or if your school counsellor is concerned about your safety



WHAT TO EXPECT DURING A VIRTUAL SCHOOL COUNSELLING SESSION



Download an App or
Access Via Web Link



Outline your primary
concern



Talk to your school
counsellor via
video or phone



Receive a follow up
school counselling
plan via email

TROUBLESHOOTING TIPS

How do I access my virtual school counselling visit?

Your school counsellor will either email you an email meeting invitation link or ask you to log in via a website or application. You may receive a call from a number with NO CALLER ID attached, it might be your school counsellor. When you answer the phone, ask some questions of the caller to verify their identity.

My camera or microphone isn't working, what should I do?

Here are a few troubleshooting steps to try:

- Check the settings function to see if your camera and microphone permissions are set properly
- Check if your microphone is muted
- Check to see if your volume is low
- Check if you are using the correct camera
- Check if your browser or app is up-to-date
- Refresh your web browser
- Try to use another browser (i.e. Firefox)
- Check if your antivirus or firewall is blocking
- Delete and reinstall your application
- Restart your device

What happens if the connection is slow or disrupted?

- Check your internet connection speed; if your Wi-Fi is slow, consider switching to a wired connection
- Try switching to a different device/browser

How do I check or update my audio and video permissions?

To check whether your privacy settings allow apps to access your camera and microphone:

- **Windows:** *Settings > Privacy > Toggle Microphone & Camera to On*
- **Mac/OSx:** *System Preferences > Security & Privacy > Privacy > Camera / Microphone – Click checkbox to allow permissions*
- **Android:** *System > Apps & Notifications > App Permissions – Check that Microphone and Camera are turned on for app*
- **iPhone:** *Settings > Privacy – Check that Microphone and Camera are turned on for*

NOTE: Exact steps may differ based on the device/version