

## UPDATE: Video Conferencing Platforms

Hello fellow members,

We are still getting lots of legal and privacy questions regarding using a video conference platform. **Zoom Pro** is a basic video conferencing platform (CDN\$20/month) that meets the [CRPO Electronic Practice Guidelines](#). For more information on Zoom security and privacy read the following and decide if it meets your security and privacy needs.

- Zoom Security White Paper
- Zoom PIPEDA PHIPA Canadian Compliance Guide

Neither Donna Chamberlain (CAMFT administrator) nor I are lawyers and therefore cannot give you a definitive opinion regarding the legal or privacy issues for your jurisdiction or your provincial professional license. **It is up to you to make sure that whichever platform you choose complies with your provincial college/licensing body.** Each jurisdiction will be taking the provincial and federal privacy laws into account in terms of the rules they set for therapy via video conference.

I strongly urge you to ask your clients to sign a *Telephone/Video Conference Consent Form*. Please feel free to use the one I wrote and modify it in any way you need for your practice and jurisdiction.

If you want to make sure your video conferencing platform is **compliant across all of Canada**, then go with **OnCall's premium package**. CAMFT members get a 20% discount. Regularly \$99 and \$79/month for CAMFT members.  
**<https://info.oncallhealth.ca/camft-partnership>**

The following documents are in the member section of [www.camft.ca](http://www.camft.ca).

- Zoom Security White Paper
- Zoom PIPEDA PHIPA Canadian Compliance Guide
- OnCall Features
- OnCall FAQ
- Telephone/Video Conference Consent Form

I hope this information helps,

Andrew Sofin, President