## Safe Harbour Expressive Therapies

***Online Policy***

* **Online Protocol:** 
  + All online sessions will take place through Zoom.
  + Zoom links will be sent to the client’s email after booking by phone, email or text and through the “Thank you” page when booking through the website.
  + Each zoom link contains a unique embedded identifier code. Instead of putting in a password every time to gain access to the session, clients can simply click the link to be taken to the session waiting room.
  + To ensure privacy, please do not share this link with anyone.
  + To avoid being charged for a missed session, please give the therapist a minimum of 24 hours’ notice when cancelling or rescheduling.
* **What to do if:**
  + If the client is unable to log in at the scheduled time, please let the therapist know by email, phone, or text.
  + Unless prior notification is given, zoom sessions will be considered cancelled if the client does not show up after 15 minutes.
  + If the connection is lost, the therapist will call the client to continue the session by phone. If the client cannot be reached by phone (due to power failure, etc.), the therapist will email for a rescheduling of the session.
* **Online Therapy Appropriateness**: Online therapy may not be appropriate for individuals with severe and immediate mental health symptoms, including:
  + Recent psychosis, loss of contact with reality
  + Extreme anger issues
  + Lack of impulse control
  + Violent tendencies
  + Suicide Ideation

For immediate help, call the provincial mental health crisis line at 1 888 737 4668.

The therapist might refer other clients to an in-person therapy session, where specific art supplies and directives can be used.