

# Therapist Guidelines: Together-wr.com

## COVID-19 COUNSELLOR CODE OF CONDUCT FOR VOLUNTEERING

Welcome and thank you for your interest in this community initiative between local non-profit organizations and private practitioners. Our goal is to service the mental health needs of front line and essential service workers in our immediate community. For our purposes front line workers are anyone working in the service industry (grocery store staff, gas station attendants, etc.) who do not have existing benefits available to them.

Counsellors have two different ways to volunteer with together-wr.com.

- Resource line- responsibilities include checking the voicemail messages and calling people back to connect them to existing resources in the community (listed on the website). If they do not have extended benefits this may also involve directing them to the RCC volunteer registry
- Registering for the RCC volunteer registry to provide short-term telesupport on a pro bono basis. Short term is defined as one to three sessions.

## VOLUNTEER REGISTRY GUIDELINES

We want to provide consistent and ethical pro bono treatment and therefore request that all participants review the following guidelines in order to have your name posted to the the counsellor volunteer registry on together-wr.com

Provide your general availability (the ability to take at least one pro bono client is required), license number, and phone number and email to Melanie Huck for the volunteer registry. Please also indicate if you are bi-lingual or multi-lingual and whether you work with adults or children.

- Counsellors who would like to be on the volunteer registry on together-wr.com are expected to be licensed and have liability insurance. Participating counsellors need to be part of a formal recognized, therapy regulating body.
- Confirm your liability insurance covers volunteer telehealth counselling.
- In keeping with BCACC guidelines related to telehealth, we strongly encourage specialized training in this area. Volunteer registry counsellors are also encouraged to consider training in psychological first aid. The link for the provincial Disaster Response Services Psychological First Aid free telehealth training (5 hours) is [here](#). Other helpful training resources are the BCPA recommended available at [NCTSN Learning Centre](#), and the Skills for Psychological Recovery, Field Operators Guide by the National Center for PTSD.
- Indicate review of standards for working in telehealth and consider review of [BCACC's remote counselling readiness assessment](#). It is assumed counsellors are working from a private space and appropriate measures are being taken to meet standards for ensuring client confidentiality.
- Counsellors acknowledge that this initiative is for the sole support of front line/essential workers in the White Rock/South Surrey community and that the focus is not to obtain clients for your own or company private practice or to promote your private practice.
- Once service is complete, clients are referred to an existing community resource, the [BCACC member registry website](#) or [BC Psychologist Association](#). Therapists understand they are not to offer their own services or the services of a private practice they are associated with as a resource or accept payment for these services.
- Counsellors will follow their normal intake process once a pro bono client is taken- Phone intake, informed consent forms signed, and session notes are kept.
- Counsellors will review community resources (crisis lines/support lines etc.) listed on the website to provide to callers as needed.
- Counsellors commit to accessing their regular supervision group and/or access their own support, such as [Canadian Psychological Association free support to health care providers](#). In the future we may also make available consultation for volunteer therapists by local psychologists.