

COVID-19 Guidelines for Virtual Services

As a result of the COVID-19 global pandemic, many Registrants have accommodated their clients to ensure their safety through the delivery of vocational rehabilitation and evaluation services virtually, such as telephone or video conferencing.

This method of service delivery is considered appropriate by the College, whether to ensure public safety during a pandemic or simply to provide alternative modes of service delivery to facilitate a member of the public's ability to access services safely and comfortably.

The College requires that Registrants adhere to the same standards of practice expected during in-person services, and ensure Registrants:

1. obtain clients' informed consent to receive virtual services such as through telephone, email and/or videoconferencing
2. inform clients of their right to refuse the use of electronic forms of communication in the course of their treatment or evaluation
3. inform clients that during electronic interactions, the typical registrant-client interaction does not exist because the parties are in different physical locations.
4. advise clients to immediately inform the Registrant of any real or perceived risk for the client while engaging in virtual service delivery
5. advise clients of the benefits and risks involved in conducting the services virtually, including technology-related risks such as interruptions, technical difficulties and/or unauthorized access
6. advise clients of steps taken to reasonably prevent unauthorised access, as well as what steps would be taken if either the Registrant or the client believes that an unauthorized party has accessed the service platform
7. advise clients of their right to withdraw their consent at any time, as well as the Registrant's responsibility to terminate the session, if the virtual format is deemed to be unsuitable to carry out the intended nature of the service
8. allow clients the opportunity to ask any questions prior to providing consent