

virtual sessions

about zoom

I have chosen the Zoom meeting platform for its encryption ability and ease of use. Zoom is a popular video conferencing application that uses your computer or smartphone camera and audio to allow video communication. Many of you are familiar with it, but for those who are not, please take a look at this video:

[How to join a zoom meeting \(AKA therapy session\)](#)

PLEASE NOTE: I subscribe to the professional version of this software which allows for enhanced security features, all of which I have enabled. I am confident in using this software that the privacy of our sessions is protected.

preparing for video therapy

Each therapy session will get a unique Zoom login link. On the day before your session, I will e-mail the link to you. Please ensure you are in a private place for the session, so that you will feel comfortable speaking freely, and so that your confidentiality will be preserved. I also suggest that you sit upright in a comfortable chair, preferably with support for your head and neck.

To begin your session, click on the Zoom link found in your email. You will then be re-directed by Zoom to register for the session. This is an added level of security that I have enabled in order to prevent the privacy of our session from being compromised. Zoom will then send you the meeting password via e-mail. Please allow up to 5 minutes for this process and to make sure that your video and audio are working. Similar to in-person appointments, these sessions will start and end on time, and we don't want to waste precious minutes working out technical issues.

virtual therapy

Our virtual counselling sessions will be like any other session: start on time, end 50 minutes later, and wrap up with booking a new appointment if desired.

If you are uncomfortable with this video platform or do not have access to a private computer, a phone session is also an option. Phone sessions, while missing the opportunity for the intimacy of seeing each other, are still highly effective, therapeutic and helpful. I am also able to do video conferencing with FaceTime, however, this platform is not as secure, so I require your explicit informed consent that you understand this. Contact me directly if you want to discuss this possibility.

payment for session

Session payments can be made by either credit card or e-transfer.

- For credit card payment please ensure that you have this ready to use at the beginning of the session. I will process this manually with my point of sale device, located securely in my home office.
- For e-transfer payment, please send this to drferri@joyhopehealth.com by 5pm at the latest on the **day PRIOR to your session**. This will allow me to process payment and issue your receipt before our meeting, rather than using our session time to deal with this. E-transfers can take up to half an hour to be received, so sending this the day before will ensure that you will receive a receipt promptly and that the transactional component of our appointment be kept to a minimum. I appreciate your cooperation with this.

Receipts will be issued via e-mail.