

# e-MENTAL HEALTH SERVICES FOR CHILDREN AND YOUTH

Resources on practice guidelines



Ontario Centre of Excellence  
for Child & Youth Mental Health  
Centre d'excellence de l'Ontario en santé  
mentale des enfants et des adolescents





<b>BACKGROUND</b> .....	<b>3</b>
<b>ONGOING SYSTEM-LEVEL WORK IN ONTARIO</b> .....	<b>4</b>
Ontario Centre of Excellence for Child and Youth Mental Health .....	4
Children's Mental Health Ontario .....	4
<b>GUIDELINES, TOOLKITS AND RESOURCES</b> .....	<b>5</b>
Ontario Health .....	5
Mental Health Commission of Canada.....	5
Virtual care platforms.....	5
Ontario Telemedicine Network .....	5
Think Research.....	5
Psychological associations and colleges .....	6
Canadian Psychological Association.....	6
Ontario Psychological Association .....	6
College of Psychologists of Ontario.....	6
Counselling and psychotherapy associations and colleges.....	6
Canadian Counselling and Psychotherapy Association.....	6
College of Registered Psychotherapists of Ontario .....	6
Social work .....	7
Ontario College of Social Workers and Social Service Workers .....	7
Rehabilitation services.....	7
College of Audiologists and Speech-Language Pathologists of Ontario .....	7
Canadian Alliance of Physiotherapy Regulators.....	7
College of Physiotherapists of Ontario .....	7
College of Occupational Therapists.....	7

## BACKGROUND

The emergence of COVID-19 in populations across the globe has had a significant impact on the delivery of face-to-face child and youth mental health service delivery in Ontario. In order to continue to meet the needs of children, youth and families, many service-providing agencies are rapidly moving to deliver care through telecommunication technologies. To support our community partners during this challenging time, the Centre of Excellence for Child and Youth Mental Health (the Centre) and Children's Mental Health Ontario (CMHO) have compiled:

- information about ongoing work our organizations are leading to support the delivery of high-quality e-mental health<sup>1</sup> services for Ontario's children and youth; and
- links to practice guidelines, toolkits and other resources published by professional colleges, associations and institutions relevant to the delivery of e-mental health services in Ontario.

The contents of this document were gathered through a rapid, non-systematic scan of practice guidelines with an intent to support you in a timely fashion, as you explore alternatives to face-to-face mental health care for children, youth and families. The guidelines and resources shared were not collected through an exhaustive search or systematic review, but reflect information available at the time of writing. As new practice evidence emerges, recommendations may evolve.

<sup>1</sup> Within this resource, the following terms are used interchangeably to refer to the provision of client care using telecommunication technologies as alternatives to face-to-face services: e-mental health, telehealth, telepsychology, e-services, telepractice, online treatment, video counselling, tele-rehabilitation.

# ONGOING SYSTEM-LEVEL WORK IN ONTARIO

## Ontario Centre of Excellence for Child and Youth Mental Health

The Centre is currently leading the development of evidenced-based provincial quality standards/guidelines to help Ontario's child and youth mental health (CYMH) agencies integrate e-mental health technologies into service delivery. This work is guided by an advisory committee comprised of e-mental health researchers from across Canada, senior leaders and clinicians from three of Ontario's lead CYMH agencies (Hands the Family Help Network, Phoenix Centre and Strides Toronto) as well as youth and family members.

The advisory committee met for the first time in early March 2020 and is currently refining the scope for this work. The committee will be integrating high-quality evidence and input from broad stakeholder consultation into the resulting standards/guidelines with anticipated publication in December 2020.

If you have questions about this work or would like to learn more about it, please contact Jana Kocourek, manager of engagement and standards at [jkocourek@cheo.on.ca](mailto:jkocourek@cheo.on.ca).

## Children's Mental Health Ontario

CMHO is currently developing a strategy for expanding its knowledge and presence in the e-mental health service delivery space. In a recent survey, CMHO found that members are increasingly embedding mechanisms for digital and technology-based service delivery into existing processes and are keen to expand their digital service delivery capabilities further.

CMHO continues to advise stakeholders and enable conversations on how best to incorporate digital innovation into CYMH services and how best to support members in building capacity. CMHO also continues to lend support to external research projects which investigate the optimal uses of technology in improving mental health services and outcomes.

If you have any questions about CMHO's work in this space or would like to learn more, please contact Christal Huang, policy advisor at [chuang@cmho.org](mailto:chuang@cmho.org).

# GUIDELINES, TOOLKITS AND RESOURCES

## Ontario Health

- [Adopting and integrating virtual visits into care: Draft clinical guidance](#)

## Mental Health Commission of Canada

- [Toolkit for e-mental health implementation](#)
- FRENCH: [La trousse d'outils pour la mise en œuvre de la cybersanté mentale](#)

## Virtual care platforms

### Ontario Telemedicine Network

- [Direct-to-patient video visits toolkit](#)
  - [Direct-to-patient video visit workflow — mental health](#)
  - [Using direct-to-patient video visits to enhance your practice](#)
  - [Patient technical eligibility checklist](#)
  - [Videoconferencing best practices](#)
  - [Privacy and security tips](#)
- [OTN training reference manual — Clinical consultations](#) (sector agnostic)
- [Privacy centre](#)
- FRENCH: [Centre de protection des renseignements personnels](#)

### Think Research

To support service delivery during the COVID-19 pandemic, Think Research is dropping its rates to \$10 per month to help psychologists move to a virtual care platform. Think Research is a Canadian company, with Canadian servers and complies with Canadian privacy laws. They are currently one of the vendors working with the Ontario Telemedicine Network (OTN).

Think Research offered to provide a number of free licenses to Ontario Psychological Association members who have offered pro bono services as part of the Disaster Response Network led by Dr. Liliانا Tarba.

- [VirtualCare platform](#)
- [VirtualCare brochure](#)



## Psychological associations and colleges

### Canadian Psychological Association

- [Ethical guidelines for psychologists providing psychological services via electronic media](#)

### Ontario Psychological Association

- [Guidelines for best practices in the provision of telepsychology](#)

### College of Psychologists of Ontario

The College of Psychologists of Ontario (the College) recently shared the following links with its membership, which include video presentations and tutorials by Dr. Christine Korol, R.Psych., to help members move to online services. These presentations by Dr. Korol were part of [the Barbara Wand seminar in professional ethics, standards and conduct](#).

- [Using technology safely and ethically in clinical practice](#)
- [Best practice and methods in online treatment](#)

The College also shared a link to Dr. Korol's three-part introduction to online services, which covers topics related to ethics and online practice.

- [Online therapy: intro to ethics and best practice C19 edition](#)

## Counselling and psychotherapy associations and colleges

### Canadian Counselling and Psychotherapy Association

- [Guidelines for uses of technology in counselling and psychotherapy](#)
- Additional resources regarding these guidelines can be found on their [website](#)
- FRENCH: Ressources pour mettre en application les lignes directrices sur leur [site Web](#)

### College of Registered Psychotherapists of Ontario

- [Standard 3.4 Electronic practice](#)
- [Electronic practice — Professional practice guideline](#)
- [Security practices checklist — Electronic practice](#)



## Social work

### Ontario College of Social Workers and Social Service Workers

- [Professional and ethical: Communication technology practices and policies for a digital world](#)
- [Communication technology & ethical practice: Evolving issues in a changing landscape](#)
- [Social media and practice: Protecting privacy and professionalism in a virtual world](#)
- [Top 10 considerations for using communication technology in practice](#)

## Rehabilitation services

### College of Audiologists and Speech-Language Pathologists of Ontario

- [Use of telepractice approaches in providing services to patients/clients](#)
- FRENCH: [Utilisation d'approches de télépratique pour la prestation de services aux patients ou clients](#)

### Canadian Alliance of Physiotherapy Regulators

- [Tele-rehabilitation — Guidelines for physiotherapists](#)

### College of Physiotherapists of Ontario

- [Tele-rehabilitation resources](#)

### College of Occupational Therapists

- [Guidelines for telepractice in occupational therapy](#)
- FRENCH: [Lignes directrices sur les services d'ergothérapie à distance](#)