Thank you for choosing Recreation Services at the University of Manitoba. We are excited to work with you and hope you enjoy your virtual experience with us. The purpose of this document is to provide you with information you will need before your service begins.

**Booking appointments, rescheduling and cancellations:**

Once you have been matched up with a Service Provider (Personal Trainer or Registered Dietitian), all of your appointments will be managed and booked directly with them. Please ensure you exchange appropriate contact information together so that you can both stay informed of any reasons why you would not be at your scheduled virtual appointment. Please be aware that we will maintain our 24-hour cancellation policy in order to respect our Service Providers time. Failure to provide adequate cancellation notice may result in loss of service.

**How to prepare for your virtual session:**

When booking your session with your Service Provider, they will discuss with you what the most appropriate platform will be to hold your session in (e.g., Zoom, FaceTime). Please test out your electronic devices and agreed upon platform to ensure that the webcam and audio features (if applicable) are functioning prior to your scheduled session.

If your session is physical activity based (personal training):

- Please be dressed in appropriate exercise attire that allows you to safely be active in your space (including shoes).
- Having a water bottle close by is strongly encouraged to drink from as needed.
- Please ensure you also have any medication that you require near-by and inform your service provider of its use (e.g., asthma inhaler, insulin). Avoid large meals within 2 hours of your physical activity
- Avoid alcohol or drugs within 12 hours
- Have equipment ready. When consulting with your service provider and booking your session they will inform you prior to your session what equipment will be needed (if applicable).

There are several platform options for virtual training and consultations, including live-streaming apps such as FaceTime and Zoom. These applications offer the opportunity to interact in real-time, so that you may view exercise form, receive corrections/modifications and motivational counselling or coaching as needed. It is important that you are aware of the risks and responsibilities and provide your permission before connecting with your Service Provider via these applications, as the connection may not be secure.

*Sessions will NOT be recorded by the Service Provider. If you, the client wants to record a component of the session (i.e., a demonstration of an exercise), you must seek the Service Providers verbal consent first, and agree to only use the video for personal educational use and not post or share with others.*

*Regardless of the method of delivery, CSEP Certified members are bound by their CSEP Scope of Practice, and are expected to undertake all appropriate steps to pre-screen their clients for physical activity.*
I am aware of the following:

Risks of using electronic communication

While the Service Provider will use reasonable means to protect the security and confidentiality of information sent and received using electronic communications, because of the risks outlined below, the Service Provider cannot guarantee the security and confidentiality of electronic communications:

- Despite reasonable efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information.
- Electronic communications can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
- Electronic communications are subject to disruptions beyond the control of the Service Provider that may prevent the Service Provider from being able to provide services.
- Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the Service Provider or the Client.
- Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system.
- Videoconferencing using no cost, publicly available services may be more open to interception than other forms of videoconferencing.
- There may be limitations in the services that can be provided through electronic communications, dependent on the means of electronic communications being utilized.
- Email, text messages, and instant messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
- Email, text messages, and instant messages can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender, or to ensure that only the recipient can read the message once it has been sent.

I am aware of the following:

- Electronic communications will not and should not be used for medical emergencies or other time-sensitive matters.
- The Service Provider is not responsible for information loss due to technical failures associated with your software or internet service provider.
- The Patient will inform the Service Provider of any changes in the patient’s email address, mobile phone number, or other account information necessary to communicate electronically.
- The Patient will take precautions to preserve the confidentiality of electronic communications.
- If the Patient no longer consents to the use of electronic communications by the Service Provider, then the Patient will provide notice of the withdrawal of consent by email or other written communication.
- Prior to the commencement of the provision of services by the Service Provider through electronic communications, the Service Provider and the patient will establish an emergency protocol to address the following:
  
  Steps to be followed in the event of a technical issue that causes a disruption in the services that are being provided by the Service Provider; and Steps to be followed in the event of a medical emergency that occurs during the provision of services.
Acknowledgement and Agreement (This will be verbally completed by the Service Provider and client at the beginning of the virtual session):

The client acknowledges that they have read and fully understand the risks, limitations, conditions of use, and instructions for use of the selected electronic communications as emailed to them (Virtual Services Welcome Letter and Agreement). They confirm that any questions that they had regarding the provision of virtual services through electronic communications have been answered by the Service Provider.

Name of Client: ____________________________________________________________________________________________

Phone Number of Client: ____________________________________________________________________________________

Address of Client (for emergency purposes): ____________________________________________________________________

Verbally consented and witnessed on (date): ________________________

*This does not need to be submitted but is for your own information so you are aware of what the Service Provider will verbally request consent for prior to your virtual session.

For more information, comments or concerns: Jennifer Hurrie; Coordinator Health & Fitness Services with Recreation Services Jen.Hurrie@umanitoba.ca