

Policy

It is CommuniCare Therapy policy to maintain the Zoom online meeting system settings in a manner that ensures the privacy and security of virtual care sessions.

Procedure

The Zoom platform will have designated and identified system administrators. The system administrators (SA) will maintain the system to ensure that the appropriate privacy and security settings are applied.

The SA will have either the Owner or Admin role within Zoom as defined within the system.

The SA will be responsible for granting user access to the licensed CommuniCare Zoom account. Clinicians who have been granted a CommuniCare Zoom account will have their discipline added to their last name (i.e. Jane Doe PT).

The SA will be responsible for identifying Zoom Clinical Leads. The Zoom Leads (ZL) will be responsible for training users of the system. ZL are responsible for documenting the training performed (who, what and when). A copy of the training record will be maintained in the clinician/staff HR file.

The SA(s) will be responsible for being aware of all Zoom system updates in order to ensure all privacy features are implemented. SA will relay the system updates to the ZL who will update and deliver the appropriate training.

The SA(s) will review the system settings (per table below) after each system update and at least quarterly to ensure the settings remain as required. Once the SA has completed the review the SA will email the system Owner to inform that the review has been completed and advise of any changes needed.

To access the system administration menu the SA must log into **communicare-ca.zoom.us** via a web browser.

Users will be assigned one of two account types: basic and unlimited(licensed). It should be noted that the basic accounts retain all the same security settings as the unlimited(licensed) accounts. The limitations of basic accounts relate to the number of participants and duration of the meetings.

The following time limits apply to basic accounts.

1 host (clinician) + 1 participant = no time limit

1 host (clinician) + 2 or more participants = 40-minute time limit

If a user with a basic account needs to host a meeting that will include more than 1 participant and will exceed 40 minutes they must contact the SA to have their account temporarily changed to an unlimited(licensed) account. The account will be changed back to a basic account by the SA after the meeting is completed.

The CommuniCare Zoom users will be divided into groups based on their required system settings.

The user groups are:

- SBRS OT
- SBRS PT
- SBRS SLP
- In Home PT
- In Home OT
- In Home SLP
- In Home RD
- In Home SW
- Operations

Clinicians are to be added the group(s) that correspond to the programs they provide service in. The Operations group is to be used for non-clinical staff.

The table below outlines the required settings. Settings that relate to privacy and security have been highlighted in grey. When a setting in the table is noted as locked this means that only a SA can change this setting. Within each group (i.e. SBRS OT, Operations) it is possible to allow certain features but only if they have not been locked by the SA at the highest level of administration. The “Setting Locked” column below indicates whether the setting has been locked at the highest level and therefore restricted from being changed within the user groups.

Prior to making any changes to the settings the SA must check with CommuniCare Privacy Officer or Quality Manager.

Required Zoom Account Settings

	SBRS and In Home Groups	Operations Group	Setting Locked	Comments
Meeting Settings				
Host Video Start meeting with host video on.	On	On	No	Host can change this setting when scheduling the meeting.

Participants Video Start meeting with participant video on.	On	On	No	Participants can change this during the meeting.
Audio Type	Telephone and Computer Audio		Yes	
Join before host	No	No	Yes	Participants must wait for host to join the meeting.
Use Personal Meeting ID when scheduling a meeting	No	Yes	Yes	Use of Personal Meeting ID for Virtual Care Meetings is not permitted. Clinicians must use a unique automatically generated ID for each meeting.
Use Personal Meeting ID when starting an instant meeting	No	Yes	Yes	Use of Personal Meeting ID for Virtual Care Meetings is not permitted. Clinicians must use a unique automatically generated ID for each meeting.
Only authenticated users can join meetings	No	No	No	It is recommended that client participants have a Zoom account to access a meeting. If the participant does not have a Zoom account the security of the session is still controlled through other settings (password, waiting room and meeting locks)
Only authenticated users can join meetings from Web client	No	No	No	Chrome browser is recommended. Users must sign in to Zoom via the browser. It is recommended that client participants have a Zoom account to access a meeting. If the participant does not have a Zoom account the security of the session is still controlled through other settings (password, waiting room and meeting locks)
Add watermark	No	No	Yes	
Add audio watermark	No	No	Yes	This feature relates to meeting recording, which is not permitted, it has therefore been disabled.
Always display “Zoom Meeting” as the meeting topic	No	No	Yes	
Require a password when scheduling new meetings	Yes	Yes	Yes	All meetings will require a password to join. This will be generated by the system.
Require a password for instant meetings	Yes	Yes	Yes	

Require a password for Personal Meeting ID	N/A	Yes	Yes	Use of Personal Meeting ID for Virtual Care Meetings is not permitted. Clinicians must use a unique automatically generated ID for each meeting.
Require a password for Room Meeting ID	N/A	N/A	N/A	CommuniCare does not have Zoom Rooms.
Embed password in meeting link for one-click join	Yes	Yes	No	
Require password for participants joining by phone	Yes	Yes	Yes	
Meeting password requirements Minimum length 8 At least 1 letter At least 1 number At least 1 special character	Yes	Yes	N/A	
Bypass the password when joining meetings from meeting list	N/A	N/A	N/A	Applicable to Zoom Rooms which CommuniCare does not have.
Mute participants upon entry	No	No	No	Host can control this setting
Calendar and Contact Integration	No	No	Yes	Contact Integration will not be used to avoid sending invitations to incorrect recipients
Upcoming meeting reminder	No	No	Yes	This feature is not compatible with the requirement to log out of the application when not in use
In Meeting Basic				
Require Encryption for 3 rd Party Endpoints (H323/SIP)	Yes	Yes	Yes	
Chat	Yes	Yes	Yes	
Prevent participants from saving chat	No	No	Yes	If the chat feature is used with a client, this chat must be saved by the clinician and added to the client's chart
Private Chat	No	No	Yes	Participants will not be permitted to send private 1:1 message
Auto saving chats	No	No	Yes	Clinicians must save the chat to an appropriate secure location for printing/transfer to electronic health record therefore

				automation of this feature is not permitted.
Play sound when participants join or leave	Yes	Yes	No	Setting can be adjusted by meeting host
File transfer	No	No	Yes	Sending of files through the in-meeting chat will not be permitted
Feedback to Zoom	No	No	Yes	
Display end of meeting experience feedback survey	No	No	Yes	
Co-host	Yes	Yes	Yes	Host must add co hosts
Polling	Yes	Yes	Yes	Host can add polls if needed
Always show meeting control toolbar	Yes	Yes	Yes	
Show Zoom windows during screen share	No	No	Yes	
Screen sharing	Yes	Yes	Yes	
All Participants can share screen	Yes	Yes	N/A	
Only Host can start sharing when someone else is sharing	Yes	Yes	N/A	
Disable desktop/screen share for users	No	No	Yes	
Annotation	Yes	Yes	No	Host can adjust this setting as appropriate for the meeting
Whiteboard	Yes	Yes	No	Host can adjust this setting as appropriate for the meeting
Auto save whiteboard content when sharing is stopped	No	No	No	
Remote control	Yes	Yes	No	Host can adjust this setting as appropriate for the meeting
Nonverbal feedback	Yes	Yes	No	Host can adjust this setting as appropriate for the meeting
Allow removed participants to rejoin	No	No	Yes	
Allow participants to rename themselves	No	No	Yes	
Hide participant profile pictures in a meeting	No	No	No	
In Meeting Advanced				
Report participants to Zoom	No	No	Yes	If a participant (client) displays inappropriate behaviour during a meeting, the meeting will be ended by the clinician and the behaviour will be reported to a

				CCRx manager. Reporting to Zoom will not be allowed to ensure client privacy is maintained.
Breakout room	No	No	Yes	Not permitted to separate participants into smaller rooms
Remote support	No	No	Yes	Linked to breakout rooms
Closed captioning	No	No	Yes	Feature not to be used
Save Captions	No	No	Yes	Linked to closed captioning
Language Interpretation	Yes	Yes	Yes	Host can assign participant as interpreter
Far end camera control	No	No	Yes	Prevents participants from taking control of host camera
Group HD video	No	No	Yes	
Virtual Background	Yes	Yes	No	Recommended that all users apply a virtual background. If not possible user must ensure background is neutral and private.
Identify guest participants in the meeting/webinar	Yes	Yes	Yes	Participants who are not part of CCRx account will be noted as a guest, this notation will not be visible to them.
Auto Answer in group chat	No	No	Yes	Feature not permitted
Peer to Peer connection while only 2 people in a meeting	No	No	N/A	
Only show default email when sending email invites	No	No	Yes	Users must use CCRx email to send invites (not their personal email which may be the default email on their PC)
Use HTML format for Outlook plug in	No	No	Yes	Feature not in use
DSCP marking	No	No	Yes	Feature not in use
Allow users to select stereo audio in their client settings	Yes	Yes	No	
Allow users to select original sound in their client settings	No	No	Yes	
Select data center regions for meeting/webinars hosted by your account	Yes	Yes	Yes	Options limited to Canada and United States (US option cannot be deselected)
Waiting room (all participants)	Yes	Yes	Yes	Attendees cannot join a meeting until host admits them
Show a "Join from your browser" link	Yes	Yes	Yes	Workaround for participants who are unable to download, install or

				run applications (meeting experience in this format is limited)
Allow live streaming meetings	No	No	Yes	
Allow Skype for Business (Lync) client to join a Zoom meeting	No	No	N/A	Feature is not in use and not applicable to CCRx
Invitation Email Branding				
Meeting Invite Email	Yes	No	No	Invitation email has been customized to include privacy disclaimer.
Meeting Schedule Email	Yes	No	Yes	Schedule email has been customized to include privacy disclaimer.
Email Notification				
When a cloud recording is available	No	No	Yes	N/A recording is not permitted
When attendees join meeting before host	No	No	Yes	N/A attendees unable to join before host due to waiting room
When a meeting is cancelled	Yes	Yes	Yes	Host and participants will be notified by email if a meeting is cancelled
When host licenses are running low (90%)	Yes	Yes	N/A	Email will go to system owner and system admin (SA)
When an alternative host is set or removed from a meeting	Yes	Yes	Yes	The Alternative Host will receive the email notification
When someone scheduled a meeting for a host	Yes	Yes	Yes	
When the meeting duration exceeds the limit	No	No	N/A	
Admin Options				
Blur snapshot on IOS task switcher	Yes	Yes	Yes	
Display meetings scheduled for others	Yes	Yes	N/A	
Use content delivery network (CDN) - Default	Yes	Yes	N/A	
Allow users to contact Zoom's Support via chat	No	No	N/A	CCRx users should reach out to Zoom clinical leads with questions.
Show one person meetings on Dashboard and Reports	Yes	Yes	N/A	
Recording				

Local recording	No	No	Yes	Recording of meetings is not permitted.
Automatic recording	No	No	Yes	Recording of meetings is not permitted
Prevent hosts from accessing their cloud recordings	No	No	Yes	N/A there will be no recordings in the cloud to access
Recording disclaimer	No	No	Yes	N/A there will be no recordings permitted
Multiple audio notifications of recorded meetings	No	No	Yes	N/A there will be no recordings permitted
Telephone				
Toll Call	Yes	Yes	Yes	Multiple options for dial in numbers will be available to participants. Limited to Canadian numbers only.
3 rd Party Audio	No	No	Yes	Users must use Zoom conferencing tools
Mask phone number in the participant list	Yes	Yes	Yes	
Global Dial In Countries/Regions	Canada			

Advanced Security Settings (for all CCRx Zoom accounts)	
Authentication	
Basic Password Requirements	At least 8 characters Cannot contain only one character (e.g. "11111111") Cannot contain only consecutive characters (e.g. "abcdefgh") Have at least 1 letter Have at least 1 number Include both upper- and lower-case characters
Enhanced Password Rules	Have at least 1 special character New users need to change their passwords upon first sign in Passwords expire after 90 days and need to be changed Users cannot reuse any their previous 3 passwords
Security	
Users need to sign in again after a period of inactivity	Web inactivity time = 15 minutes Zoom client inactivity time = 15 minutes
Users need to input Host Key to claim host role	Key Length = 6 digits
Sign-in Methods	
Allow users to sign in with Single Sign-On (SSO)	Not permitted

Allow users to sign in with Google	Not permitted
Allow users to sign in with Facebook	Not permitted

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