



# Client Information Package

## Welcome to Heal Therapy & Consultation

Please read this information package for important information regarding your rights and responsibilities as a client of Heal Therapy & Consultation. Your therapist will review this information with you and will answer any questions that you may have.

## Philosophy of Service

Heal Therapy & Consultation believes that every individual deserves to experience happiness and connection. Each person (whether they are a child, adolescent, or adult) has essential needs to connect with others, to explore his/her sense of self, and to understand their emotional, cognitive, behavioural and interpersonal reactions.

## Confidentiality and Privacy

Any information that is discussed with your therapist is confidential. Records are securely stored according to professional standards and are property of Heal Therapy & Consultation.

### Information collected is used to:

- Ensure that Heal Therapy & Consultation can contact you.
- Maintain accountability as a service provider.
- Ensure that safety, legal and ethical standards are met.
- Evaluate the quality of service.

Your therapist may share information with their supervisor for the purpose of consultation or risk assessment. Heal Therapy & Consultation's accountant will have access to only limited information, such as service type, billing and payment information.

Without your permission, your therapist will not communicate with you via email, voicemail or text message. Some clients prefer to communicate by electronic means for easy scheduling purposes. If you would like to communicate with your therapist by email, voicemail or text message, please request the Consent to Electronic Communication form for review and signature. Please note that any emails or letters that Heal Therapy & Consultation receives from you will be added to your file.

### Limits to Confidentiality

Heal Therapy & Consultation will not release any information about you without your informed written or verbal consent. There are however exceptions when this does not apply:

- You/your child disclose(s) that a child has been neglected, sexually or physically abused, or that a child might be at serious risk of abuse (as determined by the therapist). This includes when domestic violence is reported and there is a child in the home and/or if you disclose that you were abused in childhood and there is a possibility that the abuser may be a danger to other children now.

- You/your child [referring to the client] demonstrate(s) suicidal or homicidal intent and have a plan to act on it.
- Disclosure is ordered by court.
- In situations involving medical emergencies, when responders require name and contact information.
- During disclosures of inappropriate behaviour by an allied health professional.
- Your therapist has reasonable grounds to believe that an elderly has experienced abuse or is at risk of being harmed/abused.

## Client Rights and Responsibilities

### **As a client of Heal Therapy & Consultation, you have the right to:**

- Be treated with respect and dignity, without discrimination.
- Participate in the decisions in the planning and delivery of service provided.
- Give consent to receive counselling treatment beginning at age 12.
- Be provided counselling services in a safe environment.
- Receive or withdraw from counselling services.
- Be provided with high quality service.
- Provide feedback about the service you are receiving.
- Make a complaint or raise concerns regarding service being received.
- Review your records and request correction of inaccurate information.

### **As a client of Heal Therapy & Consultation, you have the responsibility to:**

- Be respectful to your therapist and other clients.
- Not attend the office if under the influence of drugs or alcohol.
- Refrain from behaviour that may cause harm to the therapist or other clients.

### **If your child is receiving counselling:**

Parents/caregivers are responsible to remain onsite while their children are attending counselling sessions. If you are not able to remain onsite, please let the therapist know and provide immediate contact information. This is important for emergency reasons, including both medical and risk concerns.

## Fees and Attendance

There are fees for receiving services at Heal Therapy & Consultation. Please understand that appointment times are reserved for you and failure to attend these appointments are lost opportunities for other clients. Payment is required at the time of the counselling session. E-transfers are the preferred form of payment. E-transfers can be sent to Kerri Claussen at [healththerapyandconsultation@outlook.com](mailto:healththerapyandconsultation@outlook.com). Cash or payment through the booking site are also accepted.

We encourage you to contact your insurance company to confirm whether you/your family have coverage for therapy. Please let your insurance company representative know that your therapist at Heal is a registered member of an accredited professional college with a master's degree. Please note that an invoice is provided for your claim submission at the time of payment.

The fee for client requested consultation (ie. Office of the Children's Lawyer, family physician, school personnel, etc.) will be billed to the client based on 15-minute increments at the hourly rate set in the fee agreement.

**Fees are charged for:**

- Each session that is attended.
- Failure to attend a counselling session/appointment (no show).
- A cancellation with less than 24 hours' notice.
- Written assessments, letters, and reports.
- Consultations with third parties (as outlined above).

**A client's file may be closed if:**

- 2 appointments are not attended (no shows).
- 3 appointments are cancelled with less than 24 hours' notice.
- You make no contact with your therapist within 60 days.

*Appointments can be cancelled or rescheduled with no charge by directly contacting your therapist by telephone or by rescheduling through the booking site ([healththerapyandconsultation.janeapp.com](http://healththerapyandconsultation.janeapp.com)). If you have signed the Consent to Electronic Communication, you can also contact your therapist by email for the purposes of scheduling/cancelling appointments. Please refer to the Cancellation Policy when cancelling/rescheduling appointments.*

## Additional Support

Please note that your therapist is not available outside of office hours. If you are in crisis or feeling unsafe, contact Here 24/7 at 1-844-437-3247 or visit a hospital emergency room. For emergencies, call 911.

## Family Separation/Divorce

Heal Therapy & Consultation remains neutral in all matters involving family members. Heal Therapy does not provide child or parent capacity assessments related to separation or divorce for the court or lawyers. If your child is attending counselling and the therapist senses that you are seeking children's therapy for custody purposes, the therapist will terminate service. Children's counselling at Heal Therapy & Consultation is dedicated to ensuring the best possible care for the child.

## Child Custody

Both parents must provide consent for the treatment of minors if custody status falls into one of the following:

- Shared Custody (undergoing separation/divorce, no official custody agreement yet)
- Shared/Joint Custody (parents/caregivers not living together, official shared custody agreement)
- Sole Custody (parents/caregivers not living together, one parent has full custody or primary care rights)

Please note that you may also be required to provide your therapist with a copy of your custody agreement.

## Therapist Qualifications

Your therapist is a registered member of an accredited professional college with a master's degree. Please feel free to ask about the specific qualifications of your therapist. You may also refer to the therapist's registration number as outlined on every invoice.

## Therapeutic Counselling Requires Work

Therapeutic counselling is hard work. Your therapist understands that such counselling can evoke strong (and sometimes uncomfortable) emotions. Your therapist also understands that successful counselling can be a rewarding experience.

With your therapist, you will identify goals that you would like to work on during counselling. You are encouraged to consider one or two goals at the time of treatment planning. Your input is important not only during the treatment planning phase, but throughout the treatment process. You and your therapist will review/evaluate progress along the way. Your therapist values your input.

## Frequency of Therapy Sessions

- It is often recommended that clients participate in bi-weekly therapy sessions.
- If your therapist is concerned about your well-being, she may ask that you meet with her more regularly.
- The general recommendation is that clients do not proceed three weeks between sessions.

## Appointment Booking

Clients are responsible to book their own appointments. An appointment can be scheduled through the booking site: <https://healththerapyandconsultation.janeapp.com/>. *Please read the directions carefully before booking an appointment.* Please do not make more than one profile/account for a client. **If you forget your password, please contact your therapist and she will send you the password reset.**

Alternatively, you can book an appointment by emailing your therapist.

## 24-Hour Cancellation Policy

If you are unable to attend an appointment, please notify your therapist at least 24 hours in advance so that the appointment time can be offered to another participant waiting for service. Without 24 hour notice, you will be charged 50% of the full fee (as outlined in the service agreement), unless there is a justifying circumstance. Outstanding balances must be paid prior to booking future sessions.

## Resuming Service After Inactivity for 45 Days

If your child has not attended counselling for 45+ days, you may be asked to book a parent meeting with the therapist prior to resuming counselling service for your child. This allows the therapist to gather new information/obtain a thorough update and to determine whether changes to the treatment plan are necessary to best meet the needs of your child/family. Please note that email updates may not suffice. A parent meeting lasts up to 50 minutes and is charged at the rate agreed upon in the Service Agreement.