

Family T.I.E.S. Program COUNSELLING SERVICES AGREEMENT

This information is designed to help you understand the counselling process and inform you of your rights and responsibilities as a client.

Benefits and Risks of Counselling

Counselling provides a space and opportunity for you and/or your family member to explore feelings, behaviour, thoughts, and relationships which may be troubling or causing difficulty in life. Counselling can bring deeper personal insight and awareness, better ways of understanding and coping with problems, and improved relationships. You should know, however, that counselling sometimes requires that one be willing to examine difficult topics or periods of life, to experience stronger than usual emotions, to experience changes in self-awareness, and try out different behaviours and ways of relating to others. Each person experiences counselling in a unique way. Healing and positive change are the intended results of working with a Westcoast Family Centres counsellor.

Personal Information and Confidentiality

Confidentiality is a key to the effectiveness of the counselling process, so the personal information shared in counseling sessions will be kept confidential. Confidentiality continues after the end of the counselling relationship.

During your time with Westcoast Family Centres, a paper file will be kept which includes contact information and session notes. Session notes are used as a reference to keep the focus on mutually established therapeutic goals. This file will be treated with the utmost confidentiality and will be stored under lock and key.

Disclosure of your personal information may only happen under the following circumstances:

1. By law, a counsellor is required to report to the authorities if they have reason to believe
 - a) that someone is at risk of seriously harming themselves or others, or
 - b) that a child is or may be at risk of abuse or neglect, or is in need of protection.
2. If the counsellor is required to provide information for the purpose of complying with a legal order such as a subpoena, or if the disclosure is otherwise required by law.
3. If written consent is provided to disclose information to a third party.
4. For the purpose of professional supervision or consultation, in which case your identity will remain confidential.

Rights of the Client

Clients have the right to access the information in their clinical records or to obtain a copy of these records (\$30 processing fee). Clients have the right to refuse any particular therapeutic modality and to withdraw from counselling at any time during the counselling process. If clients have a concern with their counsellor's style or practices, they have a right to discuss their concerns with their counsellor directly. If a client has a serious concern and is not satisfied that the counsellor has addressed that concern, the client has the right to

then file a written complaint through Westcoast Family Centres internal complaint process, or through the counsellor’s governing registration body. You may request to be provided with contact information for this purpose.

Fees and Cancellation Policy

- Counselling sessions are 50 min. in length and the fee is \$100 for individuals, \$120 for couples/families.
- Parent-Child Interaction Therapy sessions are \$90/hr. The charge for the initial assessment session is up to \$180, depending on length, which includes scoring of assessment questionnaires.
- Requests to appear in court on a client’s behalf are charged at the same rate as individual sessions, based on the total time involved to prepare for and/or attend proceedings. For example, if a counsellor is required to clear their schedule to be available for an entire day in court (8 hours) the client would be charged \$800.
- Telephone consultations and written reports will be charged at the discretion of the counsellor. Be advised that these services are often not covered by third party insurance.
- Since your counsellor is preparing for and setting aside time for your session, it is your responsibility to provide at least **24 hours cancellation notice**. Cancellation notice must be given via telephone. To cancel or reschedule, please call and speak to your counsellor directly or leave a voicemail. If less than 24 hours notice is given, you will be charged the full fee for the missed session.

Length and Frequency of Sessions

Counselling sessions typically last for 50 minutes and are scheduled to suit the client’s needs whenever possible. Sessions are scheduled directly with your assigned counsellor.

The ending of counselling usually happens at a mutually agreed upon time. If your counsellor is unable to help you within their level of professional competence, you will be provided with a referral to another counsellor or community resource.

Consent to Treatment

I, _____ consent to the treatment of _____ by

Name

Self and/or child

my counselor at Westcoast Family Centres. I understand that I am responsible for payment of fees at the end of each session.

Client Signature: _____

Date: _____

Counsellor Signature: _____

Date: _____