**INFORMED CONSENT**

**CONFIDENTIALITY**: All the information gathered and recorded, for the purpose of providing continuity and quality service, is stored securely and remains confidential. The Personal Health Information Protection Act (2004), and the CRPO govern our record keeping and disclosure policies. Records are stored securely for ten years following your final session. Confidentiality means that information will be communicated or disclosed to others only with your written informed consent. Exceptions for disclosure include the following legal and/or ethical obligations:   
• Knowledge or suspicion of child abuse or neglect • Declared intent to seriously harm oneself or a specific other  
• A court order or subpoena to release a file • Clinical supervision or consultation using first name(s) only  
• A need to legally defend against a complaint  
Our Family Matters Center office team and your insurance company may access/request information regarding your appointment dates, times and fees (for validating your insurance request or to maintain your records).

**EMERGENCIES**: Family Matters Centre (FMC), does not provide emergency services. In case of emergency, please call 911, your family physician, [ADULTS] COAST 1-877-825-9011, [KIDS] Help Phone 1-800-668-6868 or visit the local hospital emergency department.

**INSURANCE COVERAGE**: Psychotherapy services are often covered by extended health insurance plans or by Employee Assistance Programs. Please check with your insurance company, human resources, or union office to learn about the availability of insurance coverage. The processing of insurance claims, Employee Assistance Programs and/or other forms of financial reimbursement available to you is your responsibility.

**FEES AND PAYMENT**: The fee for an individual or couples counselling session is $125/hr + hst. Family sessions are $145/hr + hst. Sessions are 50 minutes, leaving the counsellor 10 minutes for updating your file. Fees are payable at each session by credit card (VISA, MasterCard, American Express, Discovery) or cash. E-transfers may be acceptable in consultation with your counsellor. A receipt will be provided for insurance or income tax purposes. Any outstanding balance must be paid prior to additional services. Group refunds will have a $15 administration fee applied. Additional fees will be charged for photocopying, reports and letters written on behalf of the client, reprinting receipts, etc. Please ask to see a list of our ancillary fees, should you require services other than counselling.

**CANCELLED OR MISSED SESSIONS**: It is greatly appreciated if sessions are cancelled or rescheduled well in advance. A $60.00 fee may be charged for missed sessions or for those cancelled with less than 24 hours notice.

**EMAIL**: Email is not considered a secure and confidential way of communicating. For the protection of your privacy, please do not email information you would not be comfortable discussing in a public space.

**INFORMED CONSENT**: I have read and understand the information presented on this page. I was provided with an opportunity to ask questions about the information.

Please type your Full Name:  
Please type todays Date:  
 After you have type your Full Name and the Date above, **Save** the word document and **email** it back to your counsellor.