

DISCLOSURE INFORMATION

Serving Clients in Canada | 1.855.CORNER.C (267.6372) |
cornercounsellor@gmail.com | www.cornercounsellor.com



Welcome to the Journey!

We are committed to facilitating growth and healing in your life. Our services include professional therapy for individuals, couples, families, and groups. We also conduct seminars, workshops, conferences, and retreats.

Below you will find specific information about our services. It will help you make an informed decision about therapy. If you have questions, ask. All services are open to the public at fees that mirror industry standards.

ABOUT THERAPY

Your Therapist. Your therapist will support your growth and healing in the areas that led you to come to counseling and help you work toward your therapy goals. Feel free to ask your therapist about their professional background, education, training, and perspectives on therapy; you have a right to this information. Your therapist is a trained professional who works with and respects people of varied cultural, socioeconomic, and religious backgrounds.

Therapeutic Approach. We have a holistic approach to therapy: growth and healing happen to the whole person and include emotional, spiritual, academic, relational, vocational, behavioral, and cognitive well-being. Your therapist is not a medical doctor and cannot prescribe medication or give medical advice. They can make a referral if needed. While therapy styles vary, all therapists aim to gain an understanding of your concern(s) and will develop therapeutic goals with you. You may end therapy at any time. If possible, discuss your decision with your therapist, as closure is part of the therapy process.

Accessibility Services. As much as possible facilities are compliant with the accessibility legislation (AODA). We have a commitment to address barriers in our services and processes, therefore we will provide accommodation for people with disabilities. If you require accommodation, please advise.

Risks of Therapy. The process of change has an impact on our lives and our relationships. Your therapist will help you consider the implications and consequences of your desired changes. Changing old habits and ways of thinking, feeling, and behaving requires hard work. You may experience feelings of discomfort along the way. While positive gains are the goal, outcomes are not guaranteed. Additionally, a person may change in ways that others may or may not approve.

Online Psychotherapy. Online and over the phone are now our primary means of providing psychotherapy to clients. Some criteria must be met to utilize these formats – these are outlined in the Audio Visual information document.

Supervision of Therapy. All our therapists receive supervision to provide competent and responsible care for clients, maintain high standards, and facilitate the therapist's ongoing professional development. All supervisors are Registered Psychotherapists (CRPO) and are either Approved Supervisors with CACFT (Canadian Association for Couple and Family Therapy) or working toward that professional designation. Therapists may ask you to video record sessions in order to facilitate adequate supervision. You have a right to a scheduled consultation with your therapist's supervisor if you have any questions about the therapeutic process or supervision.

YOUR RIGHTS AS A CLIENT

Confidentiality. What is shared in therapy is treated as confidential and will not be shared with any office or individual without your signed and informed consent. We do our utmost to protect confidentiality. Clients in couple, family, or group therapy are responsible for the confidentiality of information they share in the group.

Under some circumstances, professionals are legally and ethically bound to disclose certain specific and relevant information to appropriate individuals or agencies. These circumstances include:

- if there is reason to believe that a client in therapy is a danger to themselves
- if there is reason to believe that a client in therapy may harm another person
- if there is reason to believe that a minor has been, is, or may be in danger of neglect or abuse
- if a client reports reasonable suspicion or knowledge that a resident in a Long Term Care facility or Retirement Home in Ontario is suffering or has suffered harm as a result of abuse or negligence by staff in the home
- if the therapist has reason to believe another regulated health professional has sexually abused a client
- in response to a court order

In other cases, your therapist may share specific and relevant information with appropriate organizations without your consent. These circumstances include: if your therapist has reason to believe that another therapist has caused or is likely to cause you harm, in a medical emergency, or if the court subpoenas your records. As per our policy, we do not get involved in court action around divorce and/or child custody except in rare and exceptional circumstances.

Privacy. You have a right to expect as much visual and auditory privacy as may be reasonably provided given our current facilities. With online therapy, your therapist will work from a secure space. You will be responsible for the security and confidentiality of your therapy session space and electronic equipment. Your therapist will provide you with requirements and guidelines; if you have concerns about privacy, please speak to your therapist.

Ethical Standards. We adhere to the Code of Ethics of our respective professional colleges and associations (e.g. the College of Registered Psychotherapists of Ontario (CRPO) or the Canadian Association for Couple and Family Therapy (CACFT)). If you feel that an ethical violation has occurred or you have experienced some measure of harm, you have a right to register a complaint. Contact the Privacy Commissioner or the professional college to which the therapist belongs (e.g. CRPO: 375 University Avenue, Suite 803, Toronto, ON M5G 2J5, 1-844-712-1364 or 416-479-4330).

Client Records. All therapy-related material is the property of Corner Counsellor and is securely and confidentially maintained for ten years following the completion of the last therapy session. After this time, normally, files will be destroyed in a complete, responsible, and professional manner. You have a right to review or have a copy of any information that is contained in your client file except if this would result in a health or safety risk to you or another person. To access your file, provide a written request to your therapist. Access will be provided in the presence of your therapist at an agreed-upon time; you will incur the usual hourly fee for therapy.

Informed Consent. You have a right to be informed about the process of therapy. Together you and your therapist will discuss therapy goals and a plan to achieve them. Ask your therapist for clarification as needed. Your therapist will typically request feedback verbally at the end of each session. Your written permission is required for personal information to be sent to or received from another person or institution to assist in therapy. In an emergency, if a delay could result in harm to you, a therapist might not receive your informed consent before seeking care.

Referral. A client may need to be referred to another professional at the request of the client or the therapist. Reasons for referral include: signs that the client may need medical treatment/medication or treatment is outside the therapist's scope of practice. If therapy is not proceeding in a satisfactory manner, the client is encouraged to speak with their therapist. You have a right to a referral.

Psychiatrists. Psychiatrists will provide consultations to clients with concerns about mental illness upon the recommendation of their therapist and with a physician's referral.

Therapist Absence. You have a right to expect that your regular appointments will be respected and protected from unnecessary interruptions. Your therapist will inform you in advance of any absences, including vacations. They will provide the names of other personnel you can contact during their absence. Occasionally a therapist may suffer a sudden illness or an unforeseen circumstance. They will contact you to reschedule another appointment.

YOUR RESPONSIBILITIES AS A CLIENT

Active Participation. Therapy is a collaborative process between therapist and client. Openness, honesty, and a commitment to change are important contributions from the client; the therapist cannot solve the clients' issues for them. In couple/family therapy, secrets held between individuals are counterproductive; therapists will not keep secrets, rather they will ask the client to consider the benefits of disclosure. Exceptions to this rule would be information shared in individual therapy before couple/family/group therapy or in situations where protection from harm is an issue.

Scheduling of Sessions. The first session will cover administrative documents. Therapists usually meet with clients regularly (i.e. weekly, biweekly, etc.), for a 50-minute session. As therapy progresses, sessions may be less frequent. Couples and family issues sometimes require longer sessions and will be scheduled accordingly in consultation with the couple or family. It is expected that sessions will begin and end on time.

Fees Charged. Current standard fees for sessions incur a charge of \$180/hr. Missed sessions or sessions canceled with less than 24 hours' notice will incur a charge of \$110 each. Fees can be negotiated using a sliding scale and are dependent on financial/employment status. The sliding scale is valid for 10 sessions maximum, per alternating term, up to two terms per year. A term is defined as JAN – APR | MAY – AUG | SEP – DEC.

Fees are paid within the 24 hours *before the session*, by email money transfer to cornercounselor@gmail.com. Receipts are sent by email. Additional fees are charged for extended phone calls, consultations, reports, letters, copying, etc.

Missed or Cancelled Sessions. To cancel your appointment, kindly email your therapist a minimum of 24 hours in advance. For missed or canceled sessions with less than 24-hour notice, the client will be charged the late cancellation fee of \$110. A no-show will be charged the full session fee. Occasionally, an emergency may arise such as illness or death in the family that may necessitate cancellation with less than 24 hours' notice; this is very rare. In most cases, clients can still give notice. To end therapy sessions, discuss with your therapist, as this is part of the therapeutic process.

Contacting Your Therapist. To contact your therapist, please leave a message on the voicemail or send an email. Their contact information can be found online at www.cornercounselor.com. Your therapist checks messages regularly and will respond as soon as possible. They will be discreet in contacting you as per your instructions.

Note regarding email: Because email is generally not a secure or confidential medium, for your privacy, do not include any sensitive or personal information in email communications. If you are concerned in any way about your email being read by someone other than the person you are contacting, kindly consider other methods of reaching us. At times, a copy of emails received or sent will be recorded and kept in the client file.

Boundary Issues. Since therapists and clients are part of the community and therefore may encounter each other in other settings, you are asked to refrain from bringing up with your therapist issues discussed in therapy at times other than during your regularly scheduled session. To avoid overlapping roles and dual relationships, therapists will not initiate contact should they encounter a client outside of therapy. For ethical reasons, a therapist will avoid connecting with a current/past client on social media. We do not cultivate personal or romantic relationships at any time with clients.

Emergencies. In case of an emergency, please call 911, an appropriate crisis number found online, or go to the emergency department of a local hospital. Kindly also leave a message with your therapist.

Feedback. We welcome your feedback about any aspect of our services.