

204-100 Matheson Blvd.
East Mississauga, ON, L4Z 3P8

600-15 Allstate Parkway
Markham, ON, L3R5B4

1446 Petrie Way
Mississauga, ON, L5J 1G5

TERMS OF SERVICE

Services offered: Brenda Chan (the psychotherapist) offers individual, couple and family therapy services.

Service Exclusions: The psychotherapist does not provide *specialty services associated with assessments required for court proceedings in cases such as: child custody and access; parental competence; child abuse; pre-trial disposition reports; probation assessments, etc.* The psychotherapist also cannot adequately provide services to people when they are experiencing active and/or acute episodes of a psychiatric illness, or to clients in acute crisis situations. In such circumstances, the psychotherapist may be able to make a referral to another appropriate resource in the community.

Process of Therapy: Because therapy involves change, it is important to know that there may be times when you experience some increase in distress and/or uncertainty. One of the goals of therapy is to support and help you through this process.

Crisis: The psychotherapist is unable to provide services to clients in acute crisis, and outside of regular business hours. Should you be in crisis between sessions, you can call 911 for emergency services.

Length and Frequency of Sessions: Sessions are typically 50 minutes long; however, longer sessions may be arranged at a pro-rated fee. The frequency of sessions will be based on your needs. Sessions may be weekly, bi-weekly or even monthly.

Expected length of therapy: Therapy will continue only so long as is beneficial to you. The duration of the therapy will be mutually agreed upon, and we will evaluate on an ongoing basis and determine its helpfulness. You have the right to end therapy at any time and for any reason. Should the psychotherapist needs to end therapy, the psychotherapist will refer you to another service.

Confidentiality: Everything that is said in the context of the conversations between psychotherapist and client is kept private and confidential.

except

- (1) when a client indicates they are at risk to hurt him/herself or others, such as when there is a danger of suicide or assault. In these situations, a psychotherapist may need to take additional steps to ensure safety.
- (2) when a psychotherapist has reason to believe that a child under age 16 is in need of protection from physical abuse, sexual abuse, serious emotional abuse or neglect. This includes situations when physical abuse or high levels of conflict are occurring between adult family members and there is a child (or children) in the home. It also includes situations when a client reports that a child is not being adequately supervised and is at risk of harm. It also includes situations when a client discloses that s/he was abused in childhood and there is a possibility that the person who was abusive may be a danger to other children now. In these situations, the *Children's Aid Society/Family and Children's Services* needs to be contacted.
- (3) when a psychotherapist is mandated by law to disclose information. This may include situations where a

psychotherapist is subpoenaed or ordered to testify in court.

- (4) when a client reports a reasonable suspicion that a resident of a long term care facility regulated by the Long Term Care Facilities Act of Ontario (such as a seniors residence or nursing home) is being physically abused by anyone, and /or has suffered or may suffer harm as a result of unlawful conduct, neglect, or improper or incompetent care by staff in the home. In these situations it may be necessary to report it to the provincial Director of Nursing Homes.
- (5) In a situation of the unexpected death or illness of the psychotherapist, you may be contacted by a representative who is acting on behalf of the psychotherapist. This representative will be obliged to ensure confidentiality as the psychotherapist does and will provide you with an appropriate referral.
- (6) when a client discloses that s/he has been sexually abused by another helping professional who is a member of a profession regulated by the Regulated Health Professions Act of Ontario (e.g., psychologist, medical doctor, physiotherapist, etc) or the Social Work & Social Service Workers Act of Ontario, it may be necessary to report the name of the professional (not the client) to the relevant college.
- (7) when a client gives written permission to have information from the therapy meetings shared with another person(s). In this case an authorization form that allows this release of information must be signed by the client.
- (8) when there is an extended health insurance claim via psychologist. You should be aware that the psychologist will supervise the psychotherapist's work in these cases. The psychologist will have the right to release the session dates and fee paid to your insurance company.
- (9) When there is individual therapy within the couple therapy (the psychotherapist may see each partner individually for a few times, whatever was discussed in the individual sessions will be summarized and brought back to the couple session.)

Electronic communication (e-mail, texting): Electronic communication is generally used for scheduling appointments only. However, due to the nature of digital technology, the complete security and privacy of e-communications cannot be guaranteed as information may be intercepted, lost, corrupted, or infected, or someone may access your computer.

Social Media: Guidelines regarding privacy and confidentiality do not allow psychotherapists to accept requests for personal or professional connections on social media sites such as Facebook or LinkedIn. Though the psychotherapist may use social media sites as a form of advertisement, clients are in no way obliged to participate in these forums.

Record Keeping: Therapists in Ontario are required by law to keep a record of each contact and therapy session with a client. Records are kept for a minimum of 10 years after a client turns 19 years of age. All information is maintained in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) of the Federal Government of Canada and the Personal Health Information and Protection Act (PHIPA) of the Province of Ontario. This means that all personal information obtained, used, and disclosed is done so with your consent. Your personal information is protected by specific safeguards including locked cabinets and computer passwords. You may request a copy of your records for a reasonable fee. Please note that records cannot be released when they contain the name of another person, and that reports from other professionals cannot be released without the consent of that professional.

Fees: The fee for therapy sessions is \$_____ (including HST). Fees are collected at the end of each session and may be paid by cash, cheque, or email money transfer. In addition, there is a \$20 charge for each NSF cheque. There is no charge for quick occasional 5 minute phone calls or a letter of attendance. However, there are charges for longer phone calls, repeated letter of attendance, request for clinical notes, written reports, etc. Please provide a minimum of one week's notice for any letters required.

Cancellation and Missed Session Policy: If you must cancel your appointment, please call your psychotherapist at least 24 hrs in advance. Unless it is an emergency situation (i.e. sickness, car broke down), the full session rate will be charge

