



TRAUMA CARE Psychology

Clinic Policies

Privacy and Sharing of Information

I authorize the clinic and its associated health professionals to collect my personal and medical information as documented above. I also understand that my personal and medical information is confidential and will only be disclosed to third parties with my permission.

Cancellation Policy

Your appointment time is reserved just for you. A late cancellation or missed visit leaves a hole in the provider's day that could have been filled by another appointment. The treatments we provide are most effective if you attend regularly. We request 24-hours notice of cancellations. If you cancel with at least 24-hours notice, you will not be charged for the missed appointment. Fees for sessions cancelled with less than 24-hours notice may be waived at the discretion of the individual therapist under certain exceptional circumstances. Please note that insurance companies typically do not provide reimbursement for missed appointments.

Confidentiality

The information obtained in the provision of services is confidential and will not be released to any person or organization without your written permission. The only exceptions to this policy are situations in which we are required by law to release information with or without your permission. These are: 1) if there is evidence of any abuse of children (including neglect), or abuse to the elderly; 2) if we judge that there is an immediate danger that you might seriously injure yourself or someone else; 3) if you inform us of any possible sexual misconduct on the part of a regulated health professional and you give us that person's name; 4) if records are subpoenaed by the court; 5) if you were to go missing and the police ask for any information that may pertain to your whereabouts; and 6) if information is requested as part of an investigation or quality assurance audit by the College of Psychologists of Ontario. If you are seeking couples therapy, please know that we have a "no secrets" policy, meaning that we do not promise to keep information shared by one member of the couple from the other member of the couple. This is because secrets can interfere with therapy progress. In the event of any of these situations, we will attempt to discuss our intentions with you before an action is taken, and we will limit disclosure of confidential information to the minimum necessary. Please note that while we take precautions to protect your privacy, there can be risks to privacy about out-of-session contact with your provider, with any mode of communication, such as by connecting through phone, text, email, fax, or mail. I understand that emails originating from my provider not encrypted. A record of all clinical or substantive contact (e.g. emails, texts, phone calls) will be included in your health record.

Fees and Payment

Unless there is another arrangement with your provider the fee for therapy will be \$250 for an individual therapy session for a psychologist and \$180 for a psychotherapist. For couples therapy the fee will be \$275 for a psychologist and \$200 for a psychotherapist (the couples rate still applies to the one-on-one couples-related sessions). Payment is due at the time of services, unless other arrangements have been made. Methods of payment include e-transfer or credit card. You will be provided with an invoice that you can submit to your insurance company for reimbursement, if applicable. Please note that as psychologists or psychotherapists registered with the College of Psychologists of Ontario or the College of Psychotherapists of Ontario, our fees are not covered by OHIP. They are a tax-deductible medical expense and can be claimed on many insurance plans. For specific details regarding what services your insurer covers, please contact your insurance company. We will provide you with a receipt upon payment.



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Benefits, Risks and The Voluntary Nature of Psychological Services

The purpose of psychological services is to improve your psychological health. Benefits of your psychological services may include making a diagnosis (if applicable), improving your understanding of yourself and your experiences, learning skills and strategies to cope with and/or overcome mental health symptoms, and experiencing relief from mental health symptoms. While many people find therapy beneficial to the mental health challenges, treatment outcomes are not guaranteed. In rare instances, therapy may worsen your symptoms. You may also experience emotional discomfort (e.g., sadness, anxiety, frustration) and/or fatigue at times during the therapy process; this is usually short-lived. Participation in psychological services is voluntary and you may withdraw at any time. If you are considering withdrawing from treatment, please let your provider know so they can provide information regarding other professionals or programs that might be of assistance.

Assessment and Therapy Process

During your first session or your first few sessions, your provider will assess the concerns for which you are seeking treatment. They will then provide feedback and propose a treatment plan. In the event that your provider is unable to provide treatment for the difficulties you experience, they will recommend other treatment providers. The number of sessions varies from person to person, depending on the types of difficulties experienced and treatment goals. Sessions are typically 50 minutes in duration. Often, clients begin by attending weekly or bi-weekly sessions and then reduce session frequency as they experience improvements.

Virtual Care: Using Video-conferencing Platforms

Due to the differences in law and regulations across provinces, all clients must be physically located in Ontario during the videoconferencing therapy session, as our providers will only be registered to provide services in Ontario with the CPO. Any virtual care appointments requested will be scheduled through a secure video-conferencing platform through Jane Video or Zoom for telehealth. These softwares are secure, encrypted, and no permanent record of your meetings will be made. There are potential benefits and risks of video-conferencing that differ from in-person sessions. Some benefits include ease of service access and scheduling flexibility, etc. Potential drawbacks may include less visibility of emotions and body language typical of in-person sessions. Even though we have attempted to make efforts to select video-conferencing options that are designed to maintain your confidentiality and meet PHIPA security standards (e.g., encrypted data transmission), confidentiality cannot be guaranteed. Given these risks, it is important to use a secure internet connection and avoid public or free Wi-Fi. To make use of the secure videoconferencing platform, you will need to have access to a webcam or smartphone during the session. In addition, it is important to be in a quiet, private space that is free of distractions. Please do not record the session(s) or allow other individuals in the room with you unless approved by your psychologist to ensure privacy and security. Due to the fact that loss of communication could happen at any point during online service (e.g., loss of internet connection), it is important to have a plan in place. First, should the connection be lost, the provider and client should connect via telephone for the remainder of the session. Second, you will need to confirm your location at the time of each session. As in standard therapy, if the clinician believes there is a risk of harm to the client (e.g., suicide) or to another person (e.g., violence), the clinician must take steps to prevent such an occurrence. Similarly, if the internet connection with your provider is lost and they cannot contact the client via phone, your provider may contact third parties if there is a concern for safety.

Emergency Situations

Your provider may not be able to provide emergency or crisis support. In an emergency situation (i.e., you are in a crisis or immediate danger), please call 911, call a local distress line (e.g., 416-408-HELP (4357)), or go to your local emergency department.



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Email and Phone Call Policy

For communication between sessions, your provider will use email communication and/or phone calls with your permission and only for administrative purposes unless there is another agreement made. This means that email exchanges and phone exchanges with your provider should be limited to administrative matters. This includes setting and changing appointments, billing matters, and other related issues. Please note that communicating via email or phone cannot guarantee confidentiality. Therefore, please do not discuss any clinical information by email or phone. Your provider may not regularly check their emails/voicemails, and does not respond immediately, so these methods should not be used if there is an emergency.

Payment Policy

Payment for each session is due within 24 hours after the appointment. A valid credit card must be kept on file, but it will only be charged if you miss your appointment, cancel with less than 24 hours' notice, or have an outstanding balance 24 hours after your session. If payment is not received on time and no arrangement has been made, your upcoming appointments may be automatically cancelled 24 hours before they are scheduled. We ask for your understanding as these policies help us keep appointments fair and available for everyone.