

HopeWell Psychological Inc.

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HOPEWELL
PSYCHOLOGICAL

Consent for Treatment and Service Agreement

Welcome to HopeWell Psychological!

Plases take a moment to carefully and thoroughly read this document as it outlines the rights and responsibilities of all parties as well as discusses our policies and procedures.

We aim to provide an environment that offers safety, encouragement, and hope, in order to facilitate opportunities for insight, healing, growth, and change. We use a collaborative and eclectic therapeutic approach that is personalized to your needs. Regular therapeutic attendance and completion of in-between session activities often produce maximum therapeutic benefits.

We also aim to provide our clients with Free Webinars that are based on current research and cover various psychological topics. If you would like to receive information about our Free Webinars, our upcoming groups, and tips on how to emotionally regulate, check the box below.

Yes No Would you like to receive our monthly newsletters?

Psychotherapy Treatment Unit

- We provide individual, couple, family, and group therapy. The type and extent of the service provided will be collaboratively determined through discussion with your therapist.
- The “treatment unit,” within a couple or family therapy, refers to all members of that family. The therapist may meet with fewer members of the treatment unit, but the session content is open to all members in order to minimize bias and work on shared goals. The therapist has a “no secrets” policy. If you do not want anyone to know, seek individual therapy.
- All members must authorize a release of information to third parties. If all do not agree to the release, we only release information that pertains to the party who consented to the release.

Confidentiality

- All information shared in session will remain confidential; however, confidentiality is maintained on an “honour system” among the members of couple, family, and group therapy.
- Personal information is gathered for the purposes of collecting fees, providing invoices and information, mailing or e-mailing forms, and arranging appointments.
- **Information will not be given to third parties, with the following exceptions, where your therapist is ethically and legally bound to share confidential information with others:**
 - When there is risk of imminent danger to yourself or others.
 - When there is a reasonable suspicion that a child or any vulnerable person is being sexually, physically, or emotionally abused, or neglected, or is at such risk.
 - When the court issues a subpoena to obtain your therapeutic information.
 - If you are an EAP client (Employee Assistance Program) or a WCB client (Worker’s Compensation Board), please note that you information may be shared with third parties, such as with your employer and/or with various agency representatives who are handling your case file.

- If the client has not met his/her financial obligations to HopeWell or has commenced a billing dispute to which we are obligated to respond.
- A request for release of personal information to/from us requires written permission.
- Confidentiality cannot be guaranteed with wireless communications (e-mail, Tele-Counselling, and cellular telephone). We cannot guarantee that Internet-based communications are secure or error-free, as information could be corrupted, lost, arrive late, or contain viruses. Despite reasonable efforts made by HopeWell, the transmission of information could be disrupted/distorted by technical failures or could be intercepted by unauthorized persons. It is important to understand that there is no guarantee that any software is risk-free or that your personal information will remain confidential.

Online Data Security

We encourage clients to take their security seriously and to take the following precautions when setting up online counselling:

- Do not share your personal passwords and login information with anyone.
- Use your personal accounts and not work accounts. If you use a public location or work accounts, others may be able to access your information.
- If your computer is infected by a virus, the virus may record keystrokes or send copies of your information to somebody else.
- Your computer may save data automatically, which others may have access to, if you share a computer. Even when you delete old communications, the data may remain intact on the hard drive, until it is overwritten.
- For Tele-Counselling, use a headset so that your call will not be overheard and so that your counsellor will be able to hear you clearly.
- For Tele-Counselling, ensure that you are in a room with a closed door where your household members can give you privacy.

TelePsychology Sessions

I agree to abide by the following rules/regulations:

- I will not record the session in any audio and/or video formats.
- The therapist will not record/save the session in any audio and/or video formats, but will take notes of the session and place it in your file afterward.
- During the TelePsychology counselling sessions, you should tell your counsellor if:
 - you have concerns about online therapy or are not feeling connected to your therapist.
 - you feel misunderstood by your therapist or do not understand or hear the therapist.

Technological Requirements for Clients using Online-Counselling

- For a Tele-Counselling session, you will need a computer with broadband Internet access, a webcam, microphone, and our program.
- We will send you an invitation to the online session and you will need to set up your user account. Please see our website for more information (<https://myhopewell.com/online-therapy>).

Advantages of Online-Counselling

- Research suggests that it tends to be equally effective as in-person therapy.
- Time-effective (no need to take time off work or travel anywhere).
- Cost-effective (no travel costs, no parking fees, no child-care costs).
- You may be more comfortable speaking with someone who is not in the same room as you.

- Provides service to those living in remote areas.

Disadvantages of Online-Counselling

- The client may not be familiar with online communication and may be uncomfortable with using online technologies.
- The therapist may not easily see or hear you. You will need to let your therapist see you body language and you may need to repeat yourself.
- Online counselling is not appropriate for all issues/problems.
- Although we do our best to protect your confidentiality, it may not be guaranteed.
- Online counselling is relatively new and standards are still being developed.

Risks and Benefits of Counselling

- Some benefits to counselling are: resolution of symptoms, strengthened relationships, an increase in emotional regulation, and enhanced insight. Risks include but are not limited to: experiencing uncomfortable thoughts and feelings, recalling troubling memories, and confronting difficult issues. Choosing not to go to therapy may result in escalating distress, turmoil, or risks.

Fee Arrangement

- **As of January 2017, Individual therapy is \$190 per hour; Couples and Family therapy are \$200 per hour; Group therapy is \$60 per hour.** Please note that the fees may change without notice. The most up-to-date fees are on our website at www.myhopewell.com/fees.
- All fees are tax deductible and may be covered by your extended health benefits. Sliding scale may be available on a limited basis. All 1 hour slots are broken into 45 minutes of session time and 15 minutes for file completion and note taking time.
- Payment for counselling must be received prior to the appointment and payments are not refundable, unless the counsellor is unavailable to provide the service for some reason. In cases where the client or therapist experience technological or Internet connection problems, during a Tele-Psychology session, I agree to permit the therapist to call me via a Cellular Telephone at the number in my file.
- **You authorize HopeWell to charge your credit card in case of unpaid fees.**
- Other billable services (letter/form completion, telephone or email communications, and review of written records) are billed at 15 minute increments at the above fees.
- We **only** accept Credit Cards as a form of payment.
- You are responsible for all fees. Unpaid fees, after 30 days of non-payment, will be subjected to 10% compounding interest for each unpaid month. After 30 days, the bill may be sent to a collections agency. You are responsible for paying any additional fees incurred as a result.

Cancellations/No Shows

- **We require 24-hour notice if you have to cancel or change your appointment.** Cancellations/Changes to appointments must be done via the telephone.
- Last minute no shows or late cancellations are excused once, no matter the reason for cancelling. Subsequent cancellations or no shows will be automatically billed at the full cost of the session booked.
- **Fees must be paid first before we reschedule your sessions.**

Record Keeping

We maintain client files in an electronic format. Files are password protected and on a secure server and we also use secure portals to access your data. You can request access to your file

and files are kept for a minimum of 10 years. Despite these measures, security breaches may occur.

Client Rights

You have the right to receive ethical and competent services and to be informed about your therapist’s qualifications, experience, specializations, and any limitations. You are encouraged to address any concerns with your therapist. If your concerns are not addressed or resolved, you can discuss them with the Clinical Director or Manager of Hopewell Psychological.

Termination

Termination may occur at any time and may be initiated by you or your therapist. You are encouraged to talk to your therapist and can end therapy without penalty or prejudice.

Miscellaneous

- We try to respond to e-mail/telephone calls on the same day.
- A sub-in therapist is available if your therapist is away.
- Email and texts are for scheduling or homework clarification **only**. We do not respond to other requests.
- For clients who are under 15 years old and for legally dependent adults, consent to attend therapy is needed from a Legal Guardian. Parents who have joint/shared custody must **both** give permission for therapy, however, we only require consent from one parent in the case where the parents are married or in a common-law relationship.
- Do not drink or consume drugs before or after sessions.
- If you do not show up to the scheduled session time, the therapist will wait 15 minutes and if he/she does not hear from you in that time, he/she will telephone you. If he/she is unable to get a hold of you, we will assume you forgot and it will be considered a no-show. Full session fee charges will follow.
- All clients will be given their own profiles where you will be able to login to your client portal in order to view your upcoming sessions, book appointments, and retrieve your receipts. The client portal can be found under “Client Resources” tab on our website.

I declare that I understand and agree to the above information and was given an opportunity to ask questions and discuss my concerns. I agree to abide by the rules and regulations stated above.

All individuals who are attending therapy, as clients, please sign below.

Name: _____	Signature: _____	Date: _____
Name: _____	Signature: _____	Date: _____
Name: _____	Signature: _____	Date: _____
Name: _____	Signature: _____	Date: _____

Check this box is the child is under the age of 18 years old Name of minor: _____

I declare that I am able to consent to the minor’s counselling treatment and that I either have full legal custody (in case of a separation or divorce) or that I am married/in a common-law relationship with the child’s other parent.