Chatrath Counselling Centre

Chatrath Counselling Centre Welcome Package and Policy Information

This package is for your information. It is an outline of important information and clinic policies and procedures.

First Name: _____ Last Name: _____

Email: _____

Clinic Information and Policies

Welcome to Chatrath Counselling Centre. This is your intake information package designed to offer you information on what to expect from your counselling experience and to assist in moving the intake process forward as smoothly as possible by providing you with the necessary documents to be completed prior to beginning. There are a few important items that are important to be aware of and consider prior to our first session.

1. Session fees range in cost from $60–$175 per 50-minute session (dependent on a number of factors including but not limited to clinician designation/credentials, third party billing agreements, session type). Payment is due at the completion of each individual session unless third party billing has been previously arranged. Subsequent sessions cannot be booked without payment of completed sessions without prior arrangements. Payment forms accepted include cash, e-transfer, credit card, and cheque. Please note – $25.00 administration fee for any NSF (non-sufficient funds) cheques.

2. Chatrath Counselling Centre has a 24-hour cancellation policy. At least 24 hours' notice is required to cancel or re-schedule an appointment. If less than 24 hours' notice is provided for cancellation or re-scheduling, clients may be charged the full session fee.

3. Though Chatrath Counselling Centre now offers direct billing to some insurance provider(s), services may be covered by many insurance provider(s). Please advise if therapy will be covered by an insurance provider to ensure you are provided with a

receipt for submitting to insurance providers reflecting the applicable information required. Insurance providers vary in the credentials that they will cover, clients are asked to confirm what credentials their individual insurance providers require. It is the client's responsibility to enquire with their insurance providers to determine if services will be covered.

4. Direct Billing with individual client approved agreements is available for clients who are eligible through their EAS/EAP programs, Worker's Compensation, Manitoba Public Insurance, Jordan's Principle, Compensation for Victims of Crime, First Nation Inuit Health Benefits (FNIHB), Medavie-Blue Cross for RCMP and Veteran's Affairs, and various CFS agencies.

5. When sessions are held by Practicum Student(s) regular session fees are charged where eligible insurance is available. Alternatively, where no applicable insurance is available sessions will be billed at half clinical rate. Practicum Student(s) Counsellors are supervised by Cheryl-Lynn Chatrath, MCSW4051 RSW or alternative external supervisor approved by the University they attend.

6. It is of utmost importance that it is disclosed at intake – or at any point while receiving services from Chatrath Counselling Centre – if a client is involved in a legal proceeding; either separation/divorce/custody, or other litigations. Counsellors at Chatrath Counselling Centre cannot and will not advocate in court. For more detailed information, please refer to the 'Terms of Engagement' document, included in this intake package.

7. In the case of children who are registered for counselling whose parents/guardians do not reside together and have shared joint custody, we ask that the registering parent provide a copy of the custodial agreement and require the second custodial parent to sign a 'Parent Consent Form'. Please note that youth aged 16 years and older do not require parental consent to participate in therapy services though we continue to make every effort to work with the families to seek and secure consent and cooperative participation as appropriate.

8. When counselling is for your child or to involve children, the first session (intake) may be scheduled with the parent(s) or care provider alone. This allows time for background information to be provided and all documents to be completed prior to bringing children into the process.

9. Appointments are to be scheduled using your Jane online booking account or directly with counsellor(s) at the end of each session, over the phone, or via email. A reminder text/email will be sent to clients the day prior to appointments.

10. Though we love working with children and we understand how difficult it can be to arrange for childcare at times, it is imperative to have appropriate childcare arrangements for your scheduled session time so that you are free to focus and engage in therapy without distraction. We also do not have a separate area for children to play safely unsupervised and there is no childminding available on site. If sessions are family or parent-child in nature, then the children involved or to be included in the session would attend.

Confidentiality and Your Rights / Privacy

Chatrath Counselling Centre respects your right to privacy and will ask only for information that is relevant to the therapy process. We require your consent to obtain this information. Our policies and procedures for the collection, use, and disclosure of your personal information, conform to the Personal Health Information Act (PHIA). PHIA provides access to information and protection of privacy rights concerning personal health information. PHIA allows individuals to examine and receive a copy of their own personal health information from a trustee holding this information. PHIA imposes obligations on trustees for the protection of personal health information, specifically its collection, use, disclosure, and security. PHIA applies to trustees who maintain (have custody or control of) personal health information: all public bodies that fall under FIPPA; health professionals licensed or registered to provide health care; health care facilities; and health services agencies providing health care under an agreement with another trustee. Personal health information is information about an identifiable individual that relates to the individual's health and health care history including genetic information, the provision of health care to the individual, or payment for health care provided to the individual. This includes such things as your Personal Health Information Number (PHIN) assigned by Manitoba Health, as well as any identifying information collected while providing health care services.

AI Technology (Welcome Package only)

Some clinicians use AI technology as a support to case notes. This technology does not audio or video record any portion of session. It is a talk to text based software that then summarizes the note into appropriately selected case

note/documentation format. For more information about PHIA, please check: https://www.gov.mb.ca/health/phia/index.html and https://www.ombudsman.mb.ca/faqs/phia-frequently-asked-questions.html

Limits of Confidentiality

It is important that you understand the confidential nature of your relationship with your therapist. Information that you disclose about your situation will be treated as confidential. No one at Chatrath Counselling Centre will release your name, or information about you, or your counselling, to anyone outside of the agency, without your informed, voluntary, and written consent except as outlined below: 1. If we obtain information which leads us to suspect that a child (under the age of 18) is at risk for, or has been, physically abused, sexually abused, emotionally abused, or neglected, we are LEGALLY obliged to make a report to Child and Family Services. Please note that disclosure of any minor sending or receiving digital images of nudity have to be reported to both RCMP and CFS. 2. If you inform us about any intent to commit an act which could result in the injury or death of self/another/others, we are LEGALLY obliged to contact the police. 3. If a counsellor has concerns that you are a danger to yourself, she/he will discuss with you any plan that they may need to take on your behalf (e.g. call a family member or family physician). However, in situations where your counsellor is unable to discuss this with you, they may need to proceed without your consent to fulfill their obligation to ensure your safety. 4. If ordered by court subpoena to release information to a third party, such as a lawyer. 5. To ensure accountable, ethical, and effective clinical service, your therapist may consult with a Clinical Consultant, and/or colleagues, for clinical consultation. Identifying information will be kept to a minimum during any such clinical consultation. 6. If you are a CFS client attending therapy, CFS does ask for reports on a regular basis. This is to ensure that goals for treatment are being met and to ensure CFS to continue to support the family.

Release of Information & Sharing of Information

If you need your therapist to release information to a third party, such as a doctor, lawyer, you must provide us with informed, written, and voluntary consent. A form must be completed before any release of information.

Providing Services to Minors / Youth Not Requiring Parental Consent

Youth 16 years of age and older do not require parental consent to participate in mental health services/supports. Parental awareness and agreement are beneficial to youth in supporting them through the process, assisting with payment for services and accessing parental extended health benefits but is not a requirement.

Financial Support Commitment

In consenting to this service, I am consenting to issue payment for all services provided to my child. I understand that frequency of sessions will be discussed with parent(s) ahead of time to respect the financial commitment being made by families on their child's behalf.

Will I Be Informed of What My Child Is Talking About in Therapy?

Confidentiality is reserved for the client (in this case the child/youth). Parents will only be informed of session content that their child has given permission to be shared, or anything that is excluded from the parameters of confidentiality (as outlined in the confidentiality information sheet provided to parents and youth (client)).

Parental Consent

It is clinic practice to obtain the signature (electronic) of one parent/guardian when a child lives with both parents/guardians. Implied consent is also considered informed consent when parents have been provided the information package, are informed of upcoming appointments through reminders, drive their child/youth to and from appointments and pay the invoice as billed. At anytime for children under the age of 16 parents can rescind their consent to participate though it is encouraged to do this in a planned manner for appropriate therapeutic termination and in the best interest of the child. For youth who become 16 or older, their decision to terminate becomes their own.

When Two Parent Signatures Are Required

When parents/guardians are separated/divorced or when custody is in process of being negotiated, we obtain consent from both parents/guardians along with a signed Terms of Agreement form which outlines the limitations of our involvement with ongoing court matters as they pertain to child custody.

Signature (Client): _____ Date: _____

Printed name: _____

Consents

Appointment Notifications and Reminders: Email notifications of new, cancelled, and rescheduled appointments; email 7 days before appointment; email 2 days before appointment. Text Message (SMS): standard messaging & data rates may apply. Text message (SMS) 2 hours before appointment.