

Chatrath Counselling Centre

INTAKE INFORMATION PACKAGE

Welcome to Chatrath Counselling Centre

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 are \$100.00 (plus GST) per 50-minute session with payment due at the completion of each individual session. 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 does not direct bill 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, Victim's, First Nation Inuit Health Benefits (FNIHB), various CFS agencies.
5. When sessions are held by master's Candidate 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 a rate determined on a sliding scale basis (determined using Notice of Assessment household income and number of dependents). Masters Candidate 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 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**”. If one parent has been designated “*Primary care and control,*” it will not be required to have the second custodial parent sign the “**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) will 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 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.