



CONSENT FOR SERVICES & LIMITS OF CONFIDENTIALITY

Welcome to Songbird Therapy! First off, I want to acknowledge how hard it can be to take the first step to start therapy, so you're on your way and I'm glad you're here 😊

Next, I want to let you know some of the basic therapy steps and the ways that I will attempt to support you while you're involved with us. Your active participation in therapy will help create a caring and nurturing environment for you to explore your growth. At all times, you'll be encouraged to take charge of your life and bring about your desired changes.

It is important that you ask any questions you may have throughout your involvement to make sure that you have adequate information to make informed decisions. Remember, you are the expert of your life, and we, as therapists are simply here to be a guide along your path.

Benefits and risks of therapy:

Therapy can help to bring about a new understanding or perspective, discover new ways of coping, support with decisions about how you want to engage in life, create new behaviours and bring attention to unwanted patterns. Many people who attend therapy find that they are happier and more connected to the life they want to live.

Like all things in life, there are also potential risks when participating in therapy. Looking at your own mental or emotional processes can be difficult. It can stir up strong emotions and powerful memories, which can cause some people distress. There is also a good chance that your perspective and perception of things will change, which can also cause discomfort as things shift. These are the types of things that you are encouraged to discuss and explore in sessions. There will likely be ups and downs throughout the course of your sessions, but if you stick with it, you'll be able to look back and see how things have changed. Maybe they won't seem like epic changes, but you'll notice that you responded differently, or you didn't take as long to bounce back. And THAT'S the measure of progress in therapy.

Informed consent for technology assisted therapy:

1) *What is technology assisted therapy?*

Technology assisted therapy (telehealth) is the delivery of services using interactive technology, such as audio or video, between a therapist and a client who are not in the same physical location.

2) *Software security protocols*

I utilize interactive technologies that incorporate software security protocols to protect the confidentiality of your information. These protocols include measures to safeguard your data and help protect against unintentional or intentional corruption. Online therapy will be conducted through Zoom, which complies with HIPAA and PIPEDA requirements and Canada's privacy laws.

3) Benefits and limitations of technology assisted therapy

A benefit of telehealth is the ability for a client to participate in therapy without being in the same physical location as the therapist. There are risks to communicating through technology assisted therapy that do not exist in in person therapy. Because of this, I will use a password-protected computer as well as password-protected computer applications to reduce the risks of engaging in this type of therapy.

While some find that telehealth is the best option for them, it is understood that by using technology assisted therapy that you are agreeing to accept the limitations of these modes of therapy (connection issues, technology barriers, etc.).

A) Technological failure

There is always a possibility that technical problems and failures can happen. If a phone call is disrupted, I will call back within 10 minutes. If a Zoom connection is disrupted, come back into the waiting room and I will reconnect. If the video can't be restored, I will call you to either continue the session via phone or reschedule for another day. If you cannot be reached via phone call then I will contact you by text and or email to reschedule.

B) In case of emergency

If you are participating in virtual sessions and you are anywhere other than your usual location (i.e. your home), I will need to know where you are just in case you need emergency services to be contacted. With that said, if you are in crisis or an emergency, you should immediately dial 911 or seek help from a hospital or crisis oriented healthcare facility in your immediate area.

Fees:

The fee for individual sessions (in person and virtual) is \$150 for 50 minutes. If you feel that you need more time, I also offer 80 minute sessions for \$225. Fees are due at the end of each session and can be paid by cash, e-transfer, or credit card.

At this point in time, group sessions are not offered unless they are contracted through outside organizations.

Cancellation policy:

If you are unable to attend a scheduled session, it is your responsibility to provide as much notice as possible beforehand. My cancellation policy requires 24 hours notice without being charged. This allows me to schedule another person in that spot. I offer a 10 minute window to allow for commuting issues before considering session to be a no-show. If you find that you can't attend in person but are able to connect via phone or virtually, we can continue as planned

without a cancellation charge. Cancellations under 24 hours and no-shows will be billed in full. As always, please let me know if you have any questions about this policy.

Privacy and confidentiality:

I will ensure that our virtual sessions are conducted in a private setting, and I ask that you also participate from a private area. If you aren't able to do so, please let me know of the presence of anyone else. This way, we can create a plan and signal if there is something you cannot talk about at that moment. Side note: pets are always welcomed and encouraged, especially if they are making you laugh 😊

I place great value in the therapeutic relationship between myself and my clients, along with your privacy and safety. My process of gathering and retaining personal information is guided by the Code Of Ethics outlined by both the BC Association of Clinical Counsellors (BCACC) and Canadian Association of Music Therapists (CAMT), along with HIPPA (Health Insurance Portability and Accountability Act in the USA) and PIPEDA (Personal Information Protection and Electronic Documents Act in Canada) to make sure that your information is kept safe. I will not release any information about our sessions to anyone without your written consent unless one of the exceptions to confidentiality has occurred. Otherwise, all information is kept strictly confidential. Your personal file is available to you with your written request.

The three limits of confidentiality placed upon me as a therapist are:

1. I have an ethical and legal obligation to break confidentiality if there is danger/intent to harm themselves or others.
2. I have an ethical and legal obligation to break confidentiality if there is suspected child abuse or abuse to a vulnerable person.
3. I have a legal obligation to break confidentiality if I am court ordered to disclose information related to legal proceedings.

In an effort to best serve my clients, I often attend clinical supervision. If something arises in your session which I require guidance with, I may discuss it with my supervisor(s) to figure out how best to support you. If this is the case, I will not use any identifying information to make sure that your anonymity is protected.

By signing below, I acknowledge that I have read and understood the services and policies described above. I have given my consent for therapy and received a copy of this agreement. I understand that I can revoke my consent at any time and am able to access any of my personal files with a written request.

CLIENT NAME: _____ **SIGNATURE:** _____

DATE: _____ **ANNUAL REVIEW DATE:** _____

THERAPIST NAME: _____ **SIGNATURE:** _____

DATE: _____ **ANNUAL REVIEW DATE:** _____