



P: 705-770-8916

E: info@ttpsychotherapy.com

Informed Consent Form

Welcome, and thank you for choosing Turner and Tucker Psychotherapy. We understand that seeking help for mental health concerns is not always easy, so we would like to congratulate you on this significant step. We hope that this informed consent form will answer any questions or concerns that you may have. Please ask your therapist if you need any further clarification on any of the material in this form and they will be happy to assist you.

The therapists from Turner and Tucker Psychotherapy are members of the College of Registered Psychotherapists (CRPO) in the province of Ontario, in good standing. All therapists have obtained at least a Master's Degree, related to the field of psychotherapy (ie. Counselling psychology) and are active in their ongoing personal and professional development.

Informed consent for psychotherapy is essential. Therapy consent is completely voluntary, and you may withdraw consent at anytime. You also have the right to terminate treatment, or refuse a particular course of treatment if you are not comfortable with it.

Children under of the age of 12, or who are considered not able to consent for themselves, are required to have parental or guardian consent to participate in therapy.

Description of Services

Therapy services are provided to support members of the community to work toward living more satisfying lives, and to work toward reaching personalized goals. Psychotherapy involves using the skilled and principled use of relationship to facilitate self-knowledge, emotional acceptance, healing, growth and the optimal development of personal resources.

Benefits and Risk

Generally, psychotherapy, like many other treatments, has both benefits and risks. Risks may include experiencing uncomfortable feelings, such as sadness, guilt, anger and anxiety, because the process of psychotherapy sometimes involves exploring unpleasant aspects of life. There may be issues that arise during the therapeutic session where you could feel worse then when you started. There may be other risks depending on the therapeutic intervention used; however this will be discussed with you before proceeding.

Psychotherapy has been shown to have significant benefits for individuals who choose to utilize it. Therapy often leads to a significant reduction in feelings of distress, increased satisfaction in interpersonal relationships and life, greater personal awareness and insight, increased skills for stress management and resolutions to specific problems.



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Your therapist will work closely with you to help to mitigate the risks safely, for example, provide coping skills to help work through uncomfortable feelings, and do their best to help you to be able to experience the many possible benefits.

Outcome, Ethics & Complaints

The outcome of psychotherapy is difficult to predict or guarantee, since it is dependent on a number of factors, including, the fit between you and your therapist, current conditions that are actively contributing to your symptoms, and your readiness and willingness to work toward change.

If at any time you have a complaint of services, feel that you were treated unethically or unfairly, or if you have any questions or concerns, we encourage you to discuss these with your therapist directly. Questions and complaints can also be directed to the College of Registered Psychotherapists of Ontario (CRPO). All complaints directed to the CRPO are taken seriously and are followed by an investigation and possible disciplinary action.

For more information on the complaint process through the CRPO please visit www.crpo.ca.

Client Responsibilities

Personal commitment to therapy is an important aspect for success. In order to maximize the effectiveness of therapy services, we hope that you can be open and honest with your therapist, and make therapy a priority. Psychotherapy involves an active role from the client, and we encourage you along the way to work collaboratively with your therapist so that we can work toward achieving your unique goals and success. Working collaboratively means discussing and agreeing upon goals, and deciding on a treatment course to meet them. It also means voicing different opinions, concerns, questions, and ideas about the course of therapy, including, what has been helpful or not helpful, or what has been missing.

Confidentiality

The therapists at Turner and Tucker Psychotherapy firmly believe that client confidentiality is a very important aspect in the work that we do, and we respect the privacy of our clients. We such, we have strict guidelines that we adhere to in order to protect client privacy.

No information will be released to a third party without your prior verbal or written consent (unless under the age of 16). At any time, you have the right to withhold or withdraw consent to, or place conditions on, the disclosure of your information.

Exceptions to confidentiality, where confidentiality may be broken without verbal or written consent, include the legal and/or ethical obligations that psychotherapists must adhere to. The specific exceptions to confidentiality are:

- 1) If you present as a danger of harm to yourself or others



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- 2) If a therapist has reason to believe that a child under the age of 16 is in need of protection from abuse, including, physical abuse, sexual abuse, serious emotional abuse or neglect.
- 3) When a client or therapist has a reasonable suspicion that a resident of a long-term care facility regulated by the Long Term Care Facilities Act of Ontario is being abused, and/or has suffered or may suffer from harm as a result of unlawful conduct, neglect, or improper or incompetent care by staff in the home.
- 4) If a client discloses that they have been sexually abused by another helping professional or is a helping professional at risk of harming or has harmed others, who is a member of a profession regulated by the Regulated Health Professions Act of Ontario.
- 5) If a therapist is mandated by law to disclose information. This may include situations where a therapist is subpoenaed or ordered to testify in court.
- 6) In a situation of the unexpected death or illness of the therapist, you may be contacted by a representative who is acting on behalf of the therapist. This representative will be required to ensure confidentiality and will provide you with an appropriate referral.

While these events are rare, they do exist. Our goal is to make this a comfortable and safe place to talk about personal concerns. The therapists at Turner and Tucker Psychotherapy may also consult with other professionals for guidance on certain client concerns, recommendations and referrals, for the purpose of providing you with the highest quality of care. Client information provided in these contexts will be kept anonymous. At times, the therapists of Turner and Tucker Psychotherapy may discuss client cases, again to ensure that highest quality of care is being provided, and are considered within your circle of care.

Hours of Operation

The therapists at Turner and Tucker Psychotherapy currently provide psychotherapy during the below listed hours. Please note that hours are subject to change, and you will be informed of any changes.

Monday to Friday: 5:00pm-8:00pm

Saturday and Sunday: 9:00am-1:00pm

You therapist may be able to accommodate hours outside of those listed, please discuss with your therapist directly if you need accommodations.

Crisis & In Case of Emergency

Emergency services are not available between sessions by the therapists at Turner and Tucker Psychotherapy. In case of emergency, please contact emergency services (dial 911), go to the nearest emergency department, or call your local crisis line. The therapists at Turner and Tucker Psychotherapy are unable to provide services to clients in acute crisis and outside of regular business hours.



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CMHA has a 24 hour crisis line at **705-728-5044** or toll free **1-888-893-8333**.

Electronic Communication (e-mail, texting)

Electronic communication is generally used for scheduling appointments or sending psychoeducational material only. Due to the nature of digital technology, the complete security and privacy of e-communications cannot be guaranteed due to the risk of technological breaches outside of our control, or third party interference. The therapists at Turner and Tucker Psychotherapy will take all reasonable precautions to protect client privacy.

Online Therapy

For therapy sessions the therapists at Turner and Tucker Psychotherapy use a video service through Jane App which is PHIPPA compliant. We also offer therapy sessions over the phone, depending on what your preferences are. Please ensure that you have a good connection/good reception. For video sessions Google Chrome is compatible with the Jane App video services, and we ask that you please use this browser for video sessions. For your privacy and to get the most benefit out of our work together, we ask that you ensure that you have a quiet and private space where you feel comfortable and will be interrupted or overheard during our session. We also request that for your safety you are in a stationary place (not driving).

With the use of technology and online sessions there are limits to confidentiality and therapy. This includes technological breaches outside of our control, or third party interference. There is also risk that online or phone sessions may lag, cut out, glitch, or have outages. We will take all reasonable precautions to protect privacy and to ensure that we have suitable technology. In the case that you get cut off of a session due to technology, we will call you back to resume or troubleshoot.

Social Media

Guidelines regarding privacy and confidentiality do not allow therapists to accept requests for personal or professional connections on social media sites. Turner and Tucker Psychotherapy may use media sites as a form of advertisement, clients are in no way obligated to participate in these forums.

Record Keeping

Psychotherapists in Ontario are required by law to keep a record of each client contact and therapy session. Records are kept for a minimum of 10 years after last contact, or for 10 years from the client's 18th birthday, whichever is later. All information is maintained in compliance with the Personal Information Protection and Electronics Documents Act (PIPEDA) of the Federal Government of Canada, and the Personal Health Information and Protection Act (PHIPA) of the Province of Ontario. Your personal information is protected by specific safeguards, and you may request a copy of your records at any time. Please note that requests for records may take up to three weeks to process. Also please be



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aware that records cannot be released when they contain the name of another person, and reports from other professionals cannot be released without the consent of that professional.

Records are kept securely through the Jane App, and we take all reasonable steps to protect records.

For more information on the specific steps that the Jane App takes to protect client records please visit: <https://jane.app/guide/privacy-and-security/protecting-patient-data>

Payment Policy

Full payment is required at the start of each scheduled appointment in the form of credit card, or e-Transfer. Payment for sessions will be required prior to scheduling subsequent sessions.

- **Individual Psychotherapy:** \$160.00 (HST included) for a 50 minute session
- **Single Session Therapy:** \$165.00 (HST included) for a session up to 60 minutes
- **Group Therapy:** \$75.00 (HST included) per session.

Receipts and Extended Health Insurance

For receipts we use an online invoicing system through Jane App. You will be sent a copy of your receipt after payment is received and you can submit the receipt directly to your insurance company for reimbursement if you have extended health insurance. Please verify with your insurance company if you have coverage for a Registered Psychotherapist (College of Registered Psychotherapists of Ontario), or if you have a health spending account. **It is your responsibility to contact your insurance company prior to starting therapy** to determine your annual coverage and whether you need a referral from a medical professional, as each insurance plan differs.

Cancellations and Missed Sessions

Please contact your therapist by phone or email to if you need to cancel or reschedule your appointment with **at least 24 hours notice**.

- Cancellations **within 24 hours from the session** will be billed at half of the hourly rate.
- Missed sessions (no shows) are billed at the full cost of the scheduled appointment.
- If you do not attend more than three consecutive appointments, or fail to respond to your therapists attempts at contacting you, your therapist will close your file, and you will be provided with information about other services that might be helpful if desired.
- Fees for missed or cancelled sessions are not typically covered by extended health benefit plans.



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Statement of Informed Consent

I have read and understood the information presented in this document. I have been given the time and space to ask questions and express concerns, and have received a satisfactory response from my therapist. I hereby consent to psychotherapy services offered by Turner and Tucker Psychotherapy.

X

Clients Name (Print)

X

Client's Signature

X

Therapist Signature

DATE