

HEALTHY DIRECTIONS  
COUNSELLING AND CONSULTING  
**POLICIES**

This form contains information that you should be aware of before making a decision to engage in the counseling process. Please read all material carefully please pay particular attention to the **Limits to Confidentiality** and **Fee Payment** and ask for clarification or discuss any concerns with me before making your decision.

**SERVICES**

Individual, couple or family counseling are offered. Counselling is provided by Elizabeth (Liz) Hides MSW RSW CT. Liz has a Masters of Social Work with Clinical Specialization and is authorized for psychosocial interventions as a Registered Social Worker with the Alberta College of Social Workers (ACSW). She is a certified Thanatologist, Hypnotherapist and Mindfulness and Meditation Instructor. Healthy Directions also has Associates to provide specific services. Please visit our website for their information.

**HOURS OF SERVICE**

General hours are Tuesday through Saturday. There are daytime, evening and Saturday appointments available to fit your schedule. You may leave a message on Liz's cell 403-608-4240 at any hour however messages will be returned within two business days. Healthy Directions is **not** a crisis service, in the event that you require immediate attention when your counsellor is not available, or if you are experiencing an immediate crisis you may call the Calgary Distress Centre at **403-266-HELP(4357)** or visit your local urgent care center or emergency room.

**LIMITS TO CONFIDENTIALITY**

Confidentiality is of the utmost importance in our counselling practice and it is an integral component of our services. All information, discussed in session, will be kept confidential with exceptions of specific legal and ethical limits (see below). Information is released only with the client's written consent and only to those individuals in need of information in order to provide care to the client.

The following are **exceptions** or **limits** to confidentiality in counselling as required by law.

- If there is an imminent danger of the client seriously hurting himself or herself.
- If there is an imminent danger of the client seriously hurting someone else, the individual at risk from harm will need to be alerted.
- If there is any indication that a child is at risk from sexual, physical, emotional abuse and / or neglect, Social Services will need to be notified immediately.
- In some cases, a file could possibly be subpoenaed by the court.
- In the case where a client has been abused by a health professional.

Your file, containing basic information and progress notes is strictly for the purpose of documenting your reported progress to goal attainment. Records cannot be used for research without your written consent.

**PROFESSIONAL ETHICS**

In the counselling process, Healthy Directions will adhere to the highest standards and ethical conduct. These guidelines are based on the standards established by the Standards for Professional Conduct of Psychologists (1995) and the Code of Ethics of the Canadian Psychological Association as well as the Canadian Association of Social Work Code of Ethics (2005).

**RELATIONSHIP WITH OTHER PROFESSIONALS**

Keeping in mind the client’s specific needs, the counsellor may decide that other professionals are more appropriate for a specific treatment/intervention. In such cases, the counsellor will refer the client to those professionals after having discussed their reasoning with the client.

**AGREEMENT ON FEES**

It is your responsibility to check with your insurance provider to see if fees are covered. We do not handle insurance forms or claims. We have a reasonable fee schedule set in accordance to the Psychologist Association of Alberta. Please note that an agreement on fees must be agreed upon at the first session with counsellor. Sliding Scale is available.

**FEE PAYMENT**

Payment is due at the beginning of each session. A written receipt is provided for all session payments including for insurance requirements. Payments can be made with either cheque, e-transfer or credit card. No Debit Service.

**CANCELLING APPOINTMENTS**

If it is necessary for you to cancel an appointment, please do so 24 hours prior to your *scheduled* session. Appointments missed or cancelled with <24 hours notice will be charged **\$75.00**. Messages of cancellation may be left 24 hours a day at **403-608-4240**.

**NUMBER AND LENGTH OF SESSIONS**

A typical counselling session lasts 60 minutes. 50 minutes of therapeutic time and 10 minutes for wellness assignments, payment and arranging next appointment. The number of sessions to attain desired goal will be determined in collaboration with your counsellor with respect to your identified need.

**CLIENT FILE**

The counsellor will keep in a confidential file all the information concerning your goals and progress. You have the right to see your file during session. When sessions have come to a close and goal is attained client will be able to access their file for up to 10 years for an administration fee of **\$30.00**.

I have read and understood the above policies particularly pertaining to the **limits to confidentiality** and **appointment cancellation** or they have been read to me and understood. I may ask for a photocopy of this document for my keeping.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_