



Unburdened Counselling Center – Terms of Service

Welcome to Unburdened Counselling Center. By engaging in our services, you agree to the following Terms of Service which outline your rights and responsibilities as a client. Please read this agreement carefully and ask any questions you may have.

1. Confidentiality

Your privacy is of utmost importance. All information discussed in session is confidential and protected by law. Exceptions to confidentiality include:

- Risk of imminent harm to self or others
- Suspected abuse or neglect of a child, elder, or dependent adult
- Court order or legal requirement to disclose (e.g. subpoena)
- Written consent from you to disclose specific information to a specific person
- If a client files a complaint resulting in a lawsuit

2. Documentation

Counsellors/therapists have an ethical responsibility to create and maintain client records to maintain a high standard of care. Clients have a right to their records and will gain access to them in a timely manner after the request has been made. Records are kept for 7 years after the date of the last session and/or 7 years past the client's age of 18.

3. Appointments and Cancellations

Sessions are by appointment only and typically last 50 minutes unless otherwise stated.

- Sessions must be cancelled with 24 hours' notice.
- Missed appointments or late cancellations of less than 24 hours' notice will be charged in full.

4. Fees and Payment

- Fees for service are collected at the end of each session. Credit, debit, cheque, or exact cash are accepted (change is not kept within the office space). Unburdened Counselling can direct bill to some insurance companies. Please notify your counsellor if you are interested in direct billing. An official receipt will be sent to you via email (permitting consent) and printed upon your request.



5. Scope of Services

Unburdened Counselling Center provides professional counselling services by appointment only. We do not offer medical, legal, or crisis services. In the case of an acute emergency, please utilize the following services.

- 811 (medical advice and/or mental health advice)
- 988 (text or call) Suicide Helpline
- 911
- Go to your nearest hospital Emergency Room

6. Communication Policy

With your consent **emails** and **text messages** will be used for appointment confirmations, reminders, and receipts. Email can also be utilized for sending handouts or materials as needed. Please note: Email is not secure for discussing sensitive content.

Do you consent to receiving emails from Unburdened Counselling Center?

☐ Yes ☐ No – if not, please provide preferred method of contact _____

Do you consent to communication via phone call? ☐ Yes ☐ No

Best number to reach you at: _____

Do you consent to Unburdened counselling leaving you a voicemail at the provided number? ☐ Yes ☐ No

Do you consent to communication via text message? ☐ Yes ☐ No

7. Informed Consent for Virtual Therapy

Virtual Therapy:

Virtual (phone/video) sessions are offered upon request. Unburdened Counselling Center uses Psychology Today video conferencing platform. A link for our session will be sent out by email prior to our appointment time. By consenting to virtual therapy, you acknowledge and understand that:



- Sessions may be subject to limitations beyond our control (e.g. technical disruptions, privacy concerns on your end).
- You are responsible for ensuring a private, quiet space for sessions.

☐ I consent to virtual therapy sessions.

☐ I do not consent to virtual therapy sessions.

8. Therapist-Client Relationship

The client-therapist relationship is a professional relationship with the purpose of aiding you on your journey of healing. Due to living in a small community, it is likely that our paths will cross outside of counselling. A discussion on how you would like these interactions to be handled will occur during our first session. Social or business relationships outside of therapy are discouraged in order to maintain professional boundaries. Should you desire to receive counselling services and have a previous social relationship with your therapist, benefits and complications of same will be discussed prior to agreeing to offer/receive services.

9. Completion/Termination of Services

Services may be ended if:

- Service goals have been met.
- You or the therapist decide that counselling is no longer beneficial.
- There is a breach of boundaries, policies, or non-payment.
- A referral is made.

10. Counselling of minor

For children and adolescents under the age of 18, legal guardians will provide consent for their child to receive counselling services whenever possible. Counselling frameworks and skills being taught to minor will be communicated to parents. Specific content discussed during sessions will be kept confidential within the limits of confidentiality described above. This creates a safe space for adolescents to build trust with their therapist and engage in meaningful therapeutic process. Parents will be provided with specific information on a need-to-know basis, with consent of the minor, and/or during family sessions where the child is given an opportunity to share what they are learning, working through, or need support with.



Client Acknowledgment and Consent

I have read, understood, and agree to the terms outlined in this Terms of Service. I have had the opportunity to ask questions and understand my rights and responsibilities as a client.

Client Name: _____

Counsellor Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Guardian 1 Name: _____

Guardian 2 Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____