



Windsor Counselling Services
Internal Healing

3719 Walker Road, Suite 203 Windsor, ON N8W 3S9
Phone: (519) 919-8558 Fax: 1(888) 228- 4052

INFORMED CONSENT FOR ONLINE COUNSELING

I have the right to withhold or withdraw consent (by providing the clinic with a written notice) at any time without affecting my right to future care or treatment nor risking the loss or withdrawal of any program benefits to which I would otherwise be entitled.

Identify Verification

- All new clients will have to verify their age and identity by providing a scanned image of their driver's license or other verifiable governmental identification.

Technology

- *Windsor Counselling Services* therapists will use video services i.e. Zoom/Team for online counselling
- The client is responsible for securing his or her own computer hardware, internet access points, and password security.
- The company is not liable for confidentiality breaches when they are caused by client error.
- The company is not responsible for their client's equipment failure, e.g. camera, and/or Internet service.
- The company is not responsible for lapses in confidentiality that are in direct response to the client's actions.

Disconnection Problems/Emergency Contact

- If video services are not available due to an unplanned equipment or service malfunction, sessions will occur via telephone.
- Clients will be asked to provide an emergency contact to keep on file to use in Emergency cases/Crisis care.

Recordings Are Prohibited

- Clients are not allowed to make an audio or video recording of any portion of the session.

Risk of Harm

- Online therapy is not a crisis based clinical service.
- Online psychotherapy may not be appropriate for clients with active suicidal or homicidal thoughts, or clients who are experiencing acute mental health problems, such as manic or psychotic symptoms.
- It is the responsibility of the client to inform their therapist if they are at risk of harm to self or others.
- While we are hopeful that your work together with your counsellor will be helpful to you, *Windsor Counselling Services* cannot guarantee a positive outcome.

Confidentiality Restrictions

- The laws in Ontario that protect the confidentiality of any medical information also apply to online psychotherapy.
- You understand that your counsellor practices in the province of Ontario Canada and is governed by the laws of this province
- All clinical records will be maintained as required by applicable legal and ethical standards according to the various counselling professions licensing boards in Ontario, Canada.

Information about the client will only be released with his or her express written permission or if they are required to do so by a court order of legal subpoena, with the exceptions of the following cases:

- If the counsellor determines risk of self-harm
- If the counsellor determines risk of harm to others
- If the counsellor is informed about or suspects abuse, neglect, or exploitation of a minor or of an incapacitated adult
- If the counselor believes that someone’s mental condition leaves the person gravely disabled.

Payments

- Online payment arrangements will be made at intake.
- A form of reliable payment must be established before the first session occurs.

No Shows or Late Cancellations

- A full session fee will be charged to clients who do not show or who do not cancel their appointments within 48 hours of their scheduled appointment.
- Late cancellations and no shows will incur a full session fee, which must be paid before the client receives his or her next online psychotherapy session with their therapist.
- Windsor Counselling Services will process the no show or late cancellation payment on the day that it occurs.

Client Signature

I understand the risks and limitations to online counselling/psychotherapy. By signing this consent, I agree to abide by its content.

Full Name	Signature	Date
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