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T:204.515.6433
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Adult Service Agreement

Expectations: While there are no guaranteed outcomes in therapy, you can expect a safe environment that does not discriminate against age, sex, race, ethnic background, religion, disability, sexual orientation, or political affiliation. We strive to provide great treatment and, as part of providing the best service possible, you may receive email or phone contact(s) asking you about your experience. Unless otherwise indicated, your response will be shared with your therapist to help them improve their service to you. At any time, you may ask questions about your treatment, refuse to participate in specific tasks, or terminate services.

Confidentiality: At times, your therapist may consult with another professional to provide you with the best possible care. If you do not want your therapist to share your information in consultation please let us know. Your therapist also uses software that is secure, encrypted, and employs administrative help who may be exposed to private information. These staff persons are only given access to information on a need to know basis and are under agreements to keep information confidential. Although your service here is confidential, there are exceptions to this confidentiality. These exceptions include:

- Child Welfare and Protection of Vulnerable Persons: We are required by law to report abuse or neglect of children and other vulnerable persons.
- Threats of Harm: If you do or say something that we believe puts the life or safety of yourself or another person at risk, we may ask for help from others to assist you.
- Justice System: If your file or therapist is subpoenaed by a court of law we are required to comply with this request.
- Insurance Companies: Insurance companies at times call to verify invoices asking who was in session, the amount of the invoice, date the service was provided and the duration of the session.

Should you and your therapist meet in a social situation, your therapist will respect your privacy and not reveal the nature of our relationship. However, you should be aware that sometimes your own actions in a social situation might inadvertently breach your confidentiality. Should a social situation become ongoing, your therapist will discuss with you in private how to proceed to avoid any conflict of interests.

Therapist Availability: Should you require assistance outside of your appointment time, you may leave a message with the receptionist (204) 515-6433. If immediate assistance is required, consider calling the **Klinik Crisis Line (204) 786-8686**, the **Mobile Crisis Unit (204) 940-1781**, or going to the nearest hospital.

Fees: The fee for therapy sessions depends on the therapist you choose. Sessions are 50 minutes in length. Phone calls, letters, and other consultations will be negotiated at the clinician's rate per 50 minutes. Short infrequent phone calls are included in this service.

Cancellation Policy: Please provide at least 48 hours notice if you would like to cancel or reschedule a session; otherwise you will be responsible for the cancellation fee, which is 50% of standard rates. Please note that insurance companies often do not reimburse cancellation fees.

Video-chat Sessions: Your therapist has access to an online platform which is both PHIA and PIPEDA compliant and we will endeavor to use this encrypted platform whenever possible. Moving forward, choosing to use alternate programs such as Skype, Google Hangouts, WhatsApp or similar platforms will imply informed consent to the inherent risks to confidentiality and security when using these systems.

Insurance Information: Services rendered by a therapist are sometimes covered by some insurance companies. Please check with your insurance plan to see if you have coverage. You will need to tell the insurance company your therapist's professional designation and you can find this by checking the website or calling our office. Some insurance companies require a medical referral. You are also responsible for submitting your receipts to your insurance provider.

It is our policy to conform with insurance regulations. Therefore, whomever is in the session must be listed on the receipt. It is up to you to verify with your provider what your coverage includes, how it pertains to you, your partner and children, and how the insurance company reimburses receipts with the relevant clients that will be listed on your receipt.

Oakville Wellness Center complies with Manitoba Justice views on custody and provides service accordingly. Children under the age of 18 will require additional documents, please contact the office for more information before booking an appointment for a minor under the age of 18. It is your responsibility to ensure you have read and understood this document.

Client (print/sign): _____ / _____ Date: _____

Client (print/sign): _____ / _____ Date: _____

Therapist Signature: _____ / _____ Date: _____