



Counselling and Psychological Services Service Agreement / Consent for Counselling

Appointments

Counselling and Psychological Services (the “Department”) offers individual counselling sessions to currently registered Concordia students on a short-term basis. The number of sessions you receive will be determined based on the initial and on-going assessment of your counsellor, with a maximum number of ten (10) sessions available for personal counselling. If it becomes evident that a long-term or other type of counselling setting is more appropriate, references to outside resources will be provided.

Crises arising outside of our office hours should be dealt with by going to your nearest CLSC or hospital emergency room.

Confidentiality

All information pertaining to your counselling sessions or psychometric testing shall not be released to anyone outside the Department except pursuant to your written permission. However, counsellors are legally required to disclose confidential information to appropriate authorities within and/or outside the university if:

- There is a concern that you may harm yourself or someone else.
- You reveal apparent, suspected, or potential child/elder abuse or neglect.
- The courts issue a summons for your records or for your counsellor/clinician to testify.
- Or in other cases as required by licensing bodies (OPQ, OCCOQ, OTSTCFQ).

The counsellors at Counselling and Psychological Services work within a clinical team and may share information and treatment records amongst themselves for the purpose of clinical supervision and case management, the whole in accordance with their professional guidelines, applicable University policies and laws.

Accountability

All counsellors at Counselling and Psychological Services are registered with a professional order and abide by their professional order’s code of ethics and standards of practice as outlined by their orders. Services provided may also be carried out by graduate students of Counselling Psychology as part of their training program under the direct supervision of a licensed psychologist or counsellor. Copies of the various Codes of Ethics are available at the Counselling and Psychological Services reception areas.

Late Attendance, Cancellation and No-Show Policy

- If you expect to be late for your appointment, please call to let us know. Otherwise, if you are more than 15 minutes late, your appointment time may be given to another student.

- A **No-show** is an appointment which has not been cancelled by 10 a.m. one (1) business day before your scheduled appointment. **No-shows** do not allow sufficient time for unused counselling appointments to be given to students who are in need of such appointments and contribute to longer waiting times for counselling services for all students. If you fail to present at the time of a scheduled appointment this **No show** will be recorded in your file.
- Three **No-shows** will result in the suspension of counselling services to you. To reinstate these services you would be required to meet with the Manager of Counselling and Psychological Services, or delegate, to evaluate the situation.
- Please note, if you have a series of personal counselling appointments held in your name and you fail to either show for one of these appointments or give the required 24 hours cancellation notice, all remaining appointments in the series will be automatically cancelled.

Consent for Counselling

There are benefits and risks to engaging in counselling. Counselling can be very helpful in gaining increased self-understanding, resolving life and relationship issues, building self-esteem, reducing symptoms of depression and anxiety, and promoting mental and emotional well-being.

The risks associated with counselling entail addressing difficult emotional material, experiencing potential changes in relationships and possibly being challenged to change long-held behaviours or attitudes. These changes might be difficult as they are occurring but are usually positive in the long-term.

You are entitled to ask any questions you might have about the counselling process at any time and you may withdraw from counselling at any time. Should you complete any psychometric testing, you have the right to an explanation of the tests being administered as well as a verbal or written summary of the results.

I, _____, understand and agree to the above service agreement and consent to receiving psychological and counselling services from the Department of Counselling and Psychological Services and to the terms and conditions stipulated in the above agreement. In addition, by signing this agreement, I acknowledge and confirm the following:

- I am a Concordia University student;
- I have freely chosen to participate in counselling through Concordia University’s Counselling and Psychological Services. I understand that I may choose to cease receiving counselling at any time;
- I am freely assuming all risks (including physical and psychological risks), dangers and hazards inherent to counseling;
- I understand and accept that counselors working within the Department may discuss my file amongst themselves, for the reasons stated herein;
- I understand that I may be denied counselling at any time should I engage in violent or otherwise aggressive conduct toward the employees of Counselling and Psychological Services or should I fail to respect Counselling and Psychological Services’ rules, as they may be communicated to me from time to time;
- I release Concordia University, and its employees from any action arising from my participation in counselling;
- **I have read and understand the terms of this document.**

Signed: _____ Date: _____

Witness: _____ Date: _____