



Cornerstone Counselling Centre

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Information and Consent

Welcome to Cornerstone Counselling Centre. We are aware that seeking counselling can be a difficult experience and that many people are nervous about coming for their first counselling session. This introduction is to ease you through the process. Our not-for-profit, faith-based agency has been offering professional counselling services in Edmonton and surrounding communities since 1977. Counselling staff are carefully selected on the basis of professional qualifications (i.e. Registered Psychologists, Registered Social Workers), counselling skills and expertise, commitment to personal and professional growth, and their ability to interpret life from a faith perspective (for those clients who so desire). Our current staff represents a variety of areas of specialization and expertise.

Confidentiality

Your visits to our Centre and the content of your session are kept in strict confidence. Our efforts to ensure confidentiality extend to managers and supervisors who may review the file and our support staff who are handling your file (which may contain case notes, records, and psychological test results).

When there is a request to disclose information from your file (e.g. to another professional such as your doctor, lawyer, pastor, etc.), you will first be consulted and asked to sign a "release of information" document.

Limitations to Confidentiality

Counsellors are required by law to report to the appropriate authorities if there is physical or sexual abuse of a child under the age of 18 or if there is reason to believe a person's life is in jeopardy. If a judge subpoenas a counsellor to testify in court or to release the contents of a file, the counsellor is required to do so.

Appointments

Counselling services at Cornerstone are by appointment. Sessions are 50 minutes in length, leaving 10 minutes for the counsellor to tend to your file. Since continuity of treatment is vital to therapy, we encourage you to plan ahead in scheduling your appointments.

Cancellations and Missed Appointments

Since your counselling requires that your therapist reserves a significant amount of time exclusively for your benefit we have a policy regarding cancellations and missed appointments that is fair to you, your counsellor, and other clients who need appointments. Because the appointment is reserved for you, **it is necessary to charge your regular fee for appointments that are not cancelled 24 hours in advance**. The only exception to this agreement is in the event of an emergency. If this is the case, please telephone us as soon as possible. Charges for missed appointments often cannot be submitted for health insurance reimbursement.

Fees

Cornerstone Counselling Centre operates on a fee for service basis. Fees must be paid in full **at the beginning of each appointment** unless alternate third party payment arrangements have been made in advance. The fee covers the counselling session as well as preparation time and record keeping. Fees are based on gross household income relative to a sliding fee scale. Fees charged at the upper end of the scale are similar to those charged by other psychologists in the community.

The sliding scale may not apply if you are eligible for extended health care coverage through your employer or other agency (i.e. Social Services, WCB).

Additional Fees may be charged for

- Photocopying
- Reports and letters written on behalf of clients
- Reprinting receipts. (Please retain receipts for insurance claims as they can be claimed as medical expenses on your income tax.)
- A \$25 fee will be charged for returned and NSF cheques.

If extenuating circumstances require that a fee for the session is to be deferred, the fee must be paid as soon as possible or on your next appointment. Accounts not paid after 30 days, due to late cancellations or missed appointments, will have the outstanding fees charged to your credit card on file.

Follow-up Client Satisfaction Surveys

Feedback concerning your experience at Cornerstone is important to us as we strive to give excellent service. We would like your feedback after your first appointment and then approximately 2 months after completion of your counselling. We would like to email you Client Satisfaction Surveys for completion after each event. **You will be able to respond to the survey items in a confidential manner.**

_____ **Yes**, I am willing to participate in both of the Client Satisfaction Surveys.
My email address is _____

_____ **No**, I do not wish to participate in the Client Satisfaction Surveys.

I HAVE READ AND UNDERSTAND THE ABOVE INFORMATION.

SIGNATURE: _____ **DATE:** _____

FINANCIAL INFORMATION

Cornerstone has a sliding fee scale based on gross household income. Please complete this financial information record to confirm that the proper fee has been set. This information is confidential and will be kept on your file.

Client Name _____

Employer _____ Gross Salary _____

Employer of spouse/partner _____ Gross Salary _____

Credit Card Payment: Visa / Mastercard

Number _____ Expiry Date _____

Signature _____

I understand that any outstanding amount on my account will be processed after 30 days on this credit card.

It is important to us to know that you have read and understand the above information. If this is the case, please sign below. If you have any concerns or questions you may wish to discuss them with your counsellor or ask reception before you sign. In an effort to keep information confidential and to facilitate communication for most effective treatment, Cornerstone Counselling Centre will keep one file of your records. If you end your counselling and return at a future date, or see a different counsellor, the file will be transferred to the new counsellor.

I have read and understood the above information. I agree to abide by its terms.

Name _____

Signature _____ **Date** _____