



Family Counselling and  
Support Services  
FOR GUELPH-WELLINGTON

## Information and Confidentiality Brochure

### Welcome to Family Counselling and Support Services

All of our counsellors are qualified professionals in whom you can place your confidence. If you have questions about your counsellor's qualifications or experience, please ask her/him for clarification. You will work together in a short-term, focused, and confidential manner to find solutions. Each session is about 50 minutes long.

#### **FEES AND CANCELLATION:**

With funding from the United Way, we are able to offer a sliding fee scale based on income and family size. Therefore, if you must cancel an appointment, please give us 24 hours notice to offer the appointment to someone else. If you are unable to give that notice, you will be charged a portion of your fee.

#### **BEING THE BEST WE CAN BE:**

Your concerns matter to us. Since we want to provide effective, respectful, and supportive services, please discuss concerns with your counsellor or his/her supervisor. Your feedback helps us maintain our high standards of excellence.

#### **LEGAL ISSUES AND CONCERNS:**

We do not become involved in legal disputes among family members and we are not legal experts. If you ask for information from your file, a counsellor reviews the file, and provides you with a summary letter. You may be billed for the time spent by the counsellor if the request for information is for your lawyer or the courts.

If you request to see your file at the agency, a counsellor will read the file to remove anything that refers to other persons, and review the file with you. This file cannot be photocopied by your lawyer unless you provide prior written consent to do so, or unless the court orders us to.

(Please see back of page)

#### **CONFIDENTIALITY:**

Family Counselling & Support Services protects the confidentiality of all case records and client information. Only authorized staff will have access to client records. Information regarding your counselling or other services received here will only be released outside the agency if you have signed a "Release of Information" form.

#### **EXCEPTIONS TO THIS CONFIDENTIALITY POLICY:**

Must be made when there is suspected child abuse, or imminent danger to oneself or others, or when subpoenaed by the Court. Also, disclosures of family violence and/or witnessing of family violence by

children under 16 may be reported to child welfare authorities as is required by law. In addition, if we are informed of a breach of legal contracts or court orders, including Probation and Parole, we may be required to report this information. In such cases, information may, at times, be provided to police, medical personnel, family members and/or, the threatened person.

**PROFESSIONAL CONSULTATIONS:**

In the course of providing service to a person, consultations take place within the agency's team of professionals so that we can serve you using the best possible options. If funding or accrediting bodies require audits of the agency's records, access to such records will be permitted only to individuals who have signed an agreement regarding the confidentiality of such records. At times, counsellors ask for our clients' help in allowing for the recording and/or observation of service activities in order to improve or evaluate our service. In such a circumstance, the people involved will be advised and may refuse to participate in that recording or observing.

**Think of us as friends of the family**

**Family Counselling and Support Services  
ACKNOWLEDGMENT**

I/We discussed the information and confidentiality brochure with my/our counsellor and understand it.

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness