



**Compass**  
Community Services

## Information and Confidentiality Form

### Information

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 them for clarification. You will work together in a short-term, focused, and confidential manner to find solutions. Most people work with their counsellor for about 4 to 6 sessions; each session is 50 minutes long. If more sessions are needed, you will make a plan together and you will be involved in the decision-making process.

### Attendance

It is expected that you attend your scheduled appointments. If you cannot attend, we request 48 hours' notice to cancel/reschedule an appointment. If you "no show" to an appointment (that is, not attend without first rescheduling or cancelling), you will be responsible for any applicable fees, as outlined in your fee agreement.

After 90-days of inactivity, it will be deemed that you have withdrawn from service and your file will be closed. Should you wish to return after that point, you will be responsible for re-initiating service with the agency.

### Risks and Benefits of Service

It is understood that the possible benefits of counselling include complete or partial progress toward your individual and/or relational goals.

You are aware that talking about your difficulties may cause emotional distress and/or temporary increases in presenting concerns during treatment.

You have the right to discontinue services at any time, and an appropriate referral to alternative services will be provided, as appropriate.

### Legal Issues and Concerns

Compass does not become involved in legal disputes among family members, including custody and access issues. We are not legal experts.

If you request information from your file, a counsellor will review the file and provide you with a summary letter. 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 then will review the file with you. Files cannot be provided to your lawyer, or insurance company, unless you provide written consent to do so. You may be billed for the time and expenses incurred by the counsellor to prepare and deliver the request information.

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 @CompassCSGW | [compasscs.org](https://compasscs.org)

## Confidentiality

As regulated health care professionals responsible to the Mental Health Act, the *Ontario College of Social Workers and Social Services Workers*, and the *College of Registered Psychotherapists of Ontario*, we will respect your privacy by holding in strict confidence all information provided by you.

Information discussed in sessions is considered confidential and would only be shared with your permission and consent. You may sign an *Authorization for the Disclosure, Transmittal, or Examination of Confidential Information* form if you wish for the information to be shared with any other person.

Please note that information may be shared within the agency (with other agency personnel) in order to provide you with the best collaborative care.

Confidentiality may be breached under the following circumstances:

1. If you are in imminent risk of harming yourself or another person
  - a. Note: Compass is a member of a community Violent Threat Risk Assessment Protocol and as such any risks to school safety will be disclosed
2. If you are a child, or know of a child, in need of protection (s. 72 of the Child and Family Services Act)
3. If you report sexual abuse by a Regulated Health Professional
4. Pursuant to subpoena, court order, or sworn testimony

If you are enrolled in the PAR program, please see *PAR Form 20* for additional considerations.

## Acknowledgement

The above information has been reviewed with you during your first appointment. A sample of this form is posted the agency website for review.

Attendance in service demonstrates that you have understood and consented to the information as outlined above.