**Welcome to Quiet Healing Counselling and Yoga**

This sheet is intended to clarify the process, fees, risks and benefits of accessing counseling with Jody Francis. You are invited to ask any questions you may have about the information on this sheet.

**About Counselling and Your Counsellor**

Every counsellor is unique and may utilize a wide range of models and techniques to help support people in their counselling journey. Counselling is unique in that it has elements of support and care as well as moments of gentle challenge, education or skill building. Generally, a counsellor provides tools and support, but does not offer direct advice or tell people what choices they should make.

Your Counsellor, Jody Francis, MSW, RSW #13265 completed her Bachelor of Social Work in 2016 and her Master of Social Work in 2019. She believes that ongoing supervision is an integral part of her practice as it is critical for support and an opportunity to discover new ideas and strategies that contribute to her personal and professional development. She has a passion for integrating various modalities and views counselling as a collaborative process in which people can reconnect with their own wisdom and wholeness to make change.

**Risks and Benefits**

Counselling may have many benefits such as increased capacity to experience intense emotion, healthier relationships and an overall improved sense of well-being. While this is generally positive, it’s important to know that the process itself can be a lot of work. It can leave you feeling a range of uncomfortable emotions such as raw, sad or angry during or after a session. As a result of counselling, you may experience changes in your relationships or beliefs that have unexpected results. These changes may be very positive in the long – term but may be difficult to experience in the moment.

**Rights and Responsibilities**

It is important to know that as a client, you have both rights and responsibilities within the Counselling Relationship. These are meant to increase safety within the relationship and may include the following:

* You have the right to curiosity and transparency. There are many types of counselling techniques and you are invited to ask questions about any modalities being utilized.
* You have a right and a responsibility to stop or refuse any specific counselling modality that is not a fit for you.
* You have the right to request a referral if your counsellor is not a good fit for you. Your counsellor also has the right to transfer your care if they believe they are not a good fit for you due to their experiences or scope of practice.
* If you feel intense emotional distress or have thoughts of hurting yourself or others you have the responsibility to call:
	+ The distress line at 403-327-7905 or toll free 1-888-787-2880
	+ 911
	+ or a supportive person in your life that you can ask to help keep you or others safe.

**Professional Boundaries and Privacy**

The relationship you have with your counsellor is different than other relationships. As a Registered Social Worker, Jody is part of the Alberta College of Social Work, which has rules about the types of interactions she is allowed to have with clients.

As part of these guidelines she cannot:

* Have any other kind of business relationship with you.
* Be your therapist if she is related to you or a close friend.
* Give other types of professional advice (legal, medical, financial, etc.)
* Have any kind of romantic, friendship, or sexual relationship with a former or current client, or with any people very close to the client.
* Give or receive gifts from clients except tokens with personal meaning to the therapy process.
* Be your supervisor, teacher, or evaluator while engaged in counselling with you.
* Attend personal parties/events of clients outside of the therapeutic process.

If you attend a session under the influence of drugs or alcohol, you may be asked to reschedule your appointment to a later date.

As Lethbridge is a smaller city, you may encounter one another within the community. Any dual relationships that may occur will be discussed with your counsellor.

**Confidentiality and Limits**

Counselling works best when you feel comfortable to share your thoughts and feelings openly. However, there are times when your counsellor may need to speak to others without your permission as required by law. These include the following:

* The information we’ve shared is subpoenaed by a court of law.
* Your Counsellor is concerned you or another person is at serious risk of harm.
* Your Counsellor is concerned a child or dependent adult is in need of protection.

Your counselor may also share information if:

* you are abusing an animal
* You choose to take legal action against your counselor.
* You disclose abusive behavior from a helping professional

Your Counsellor engages in on-going consultation as a commitment to safe and effective service. Your case may be discussed with other professionals and your name and other identifying information will not be used when consulting.

Your counsellor uses “Waveapp” for invoicing and billing purposes. It is a cloud-based application with a secure login. Your name and contact information will be put into the system and receipts for payment and/or invoices will be emailed to you.

Your first name, last initial and phone number will be stored in your counsellor’s password protected work smartphone which may at times will be stored outside of the office.

**Fees**

The current fee for one Counselling Session is $150. Your counsellor currently uses a self-pay system and clients are responsible for ensuring they have appropriate insurance coverage if needed. Receipts will be provided for clients who are able to submit claims to their Health or Wellness programs. If you are reliant on health or wellness plans to assist in the costs of counseling, please note that it is the client’s responsibility to inform the counselor of the number of sessions available to them. If insurance ends prior to the end of your counselling work, your counsellor may assist you in accessing another counselling agency or service that may fit better for your financial needs.

Payment can be made via Cash, Cheque or e-transfer sent to quiethealing3@gmail.com at the end of the session. An on-line Invoicing and Accounting program called “Waveapp” is utilized to assist with billing and book-keeping. Prior to your appointment, an invoice will be sent to the email you’ve provided on your intake form. Following payment, a receipt will be emailed to your email. If you prefer to utilize paper receipts, please let your counsellor know.

**Missed appointments and cancellations**

If you need to reschedule or cancel an appointment, please inform your counselor via text or call at (587) 370-7339 or email quiethealing3@gmail.com 24 hours prior to your appointment. The full counselling fee will be applied for no shows and late cancellations with the exception of appointments missed due to severe illness of yourself or someone in your care or if it is unsafe for you to come to the appointment (i.e. Snowstorm).

Should your counsellor need to cancel or reschedule they will contact you as indicated on your intake form to give notice and arrange for an alternate session time.

**Documentation and your file**

Your counselor is required to collect and record information relevant to your care. File notes, emails, letters etc. are kept in a paper file, in a locked cabinet and kept for a minimum of 10 years. You may request access to your file and discuss its content with your counsellor. Your file will be closed when you complete services, or if they have not heard from you for 30 days. In the case that your counsellor is unexpectedly unable to provide services, an assigned registered counselling professional, will have access to your files and will store them for the required 10 years.

**Complaint Procedure**

If you have a concern about your counselling at any time, please know your counsellor takes suggestions and feedback seriously and will respond with care and respect. If you believe that she would be unwilling to listen and respond, or that they have behaved unethically, you can contact the Alberta College of Social Work at [(780) 421-1167](https://www.google.com/search?client=firefox-b-d&q=ACSW) to file a complaint.