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Service Agreement Form

Welcome! This document contains important information about my professional services and business policies. I encourage you to jot down any questions you may have so that we can go over them when we meet.

Client Rights

As the client you have the following rights:

- The right to end therapy at any time
- The right to ask questions about the treatment plan, the therapist's approach or credentials
- The right to voice concerns or complaints to your therapist. If necessary, you have the right to inform the Canadian Counselling and Psychotherapy Association about any unethical or unprofessional behaviour.
- The right to ask questions about your personal therapy file or to request corrections to information
- The right to confidentiality

Confidentiality

All information you share will be kept confidential and not released to a third party without your written consent. The following exceptions to confidentiality apply:

- When there is imminent risk of substantial harm to yourself or threats of harm to another person, the therapist is legally bound to disclose this information to authorities for safety reasons.
- When there is reason to believe that a child (anyone under 18) or a vulnerable adult needs protection the therapist is legally bound to report the matter to appropriate authorities.
- When the court-of-law requires the release of personal information the therapist will comply within the bounds of the law disclosing only what is legally required.

Technology

Clients may wish to communicate through technology such as phone, email or text. While every precaution will be taken to safeguard your information, please be advised that due to the nature of the technology electronic data can be accessible to a third party. Please consider carefully who has access to your electronic devices such as family, friends or colleagues.

Records

Clients’ information contained in counselling records are written and confidential. Records are kept confidential in a locked cabinet. Records are kept for 7 years, after which they will be destroyed in a confidential manner.

Cancellation

Please provide 24hours notice of cancellations whenever possible. It is understood that in the case of an emergency this may not be possible. Failure to provide 24hours notice of cancellation may result in payment of the full session fee.

Service Risks

As part of an informed consent process, we discuss the risks and benefits of any treatment. Psychotherapy does not pose any inherent health or medical risks. Some people may find it difficult to discuss the issues that bring them to therapy and experience challenging emotions at the beginning of therapy. You are encouraged to provide your therapist with feedback about any feelings or experiences you have as part of the therapy process.

Services

Services will be provided by Kyla Bernardo (Canadian Certified Counsellor with the Canadian Counselling and Psychotherapy Association, Member #:2296). Psychotherapy will be provided according to each client or family’s needs and will be a result of ongoing conversation between client and therapist. I/We agree to pay \$_____ per _____minutes.

I have read and understood thisService Agreement Form.

Client Name: _____

Therapist Name: _____

Client Signature: _____

Therapist Signature: _____

Date: _____

Date: _____