

AL NAHDA MULTICULTURAL COUNSELLING

Policies – Terms of Service

Confidentiality Information will be shared only upon written consent (except where there is risk of harm to self or another person, or as required by law). There is no recoding or posting of content or comments in any form or media by clients or their proxy although the service provider may record at his discretion for accountability purposes. The service record shall remain the property of the service provider. Information obtained about persons served will be used for consultation of counselling-treatment purposes, payment collection and at times, satisfaction surveys. Non-identifying information may be used by the service provider for statistical, research or educational purposes. Neither the service provider nor his notes may be called to or used for Court or Arbitration or legal purposes between clients. This is a closed process.

Consultation Consultation may be obtained in order to facilitate appropriate service. No identifying information will be released for this purpose.

Billing Time Client time and billing begins at the scheduled appointment time and ends accordingly.

Cancellation Missed appointments and appointments cancelled with less than 48 hours notice (not including weekends), will be billed to the client for one hour.

Fees Service is provided on a fee-for-service basis. Clients agree to pay at the end of each session by either cash or cheque. In addition to direct service, you will be billed for any other time directed to your service. If a bill is submitted, payment will be due upon receipt of invoice. Delivery of a report and/or other work may be withheld pending receipt of any outstanding payment. Any cost incurred to collect payment on an outstanding account balance shall be added to the account. Your fee-for-service is _____ per hour.

Other Sometimes circumstances arise that require other agreements prior to providing service. These agreements will be specified when appropriate and may be set in writing. The service provider reserves the right to suspend or terminate service.

These policies have been explained to me/us and I/we understand them and my/our responsibilities. Further, the service provider has presented his qualifications, experience and approach to counselling. I/we agree to

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enter into counselling with him knowing I/we can terminate counselling at anytime. I/we agree that this process has been entered into voluntarily.

Signature: _____

Date: _____

Signature: _____

Service Provider: _____