



New Harmony Counselling Services

CONSENT FOR THERAPY USING ELECTRONIC TECHNOLOGY

New Harmony uses a platform called **OnCall** which is a secure (encrypted) video conferencing platform with a PHIPA and PIPEDA compliant portal, hosted on Canadian servers.

All individuals who wish to engage in therapy by electronic technology (telephone or encrypted video conferencing, also known as 'virtual counseling') are required to review, complete and submit our **INTAKE FORM AND CLIENT CONSENT** (found on the webpage) and to complete the form below. By filling out and returning this **CONSENT FOR THERAPY USING ELECTRONIC TECHNOLOGY** form, you indicate that you understand and agree to the terms and conditions stated below:

- You understand that your counselor practices in the province of Ontario Canada and is governed by the laws of this province.
- You agree that you are at least 18 years old.
- New Harmony is not equipped for crisis or emergency situations. New Harmony Counseling Services will not provide emergency care services of any kind.
- You agree to supply your true full name, address, and phone number and e-mail address on the **INTAKE FORM AND CLIENT CONSENT**. You agree that all of the information you have provided in the **INTAKE FORM AND CLIENT CONSENT** is accurate, and that no important information has been deliberately omitted. You understand that if any of this information is inaccurate, this may be a major limitation in our ability to help you.
- You agree to tell the counsellor at the beginning of the electronic session (online or on the phone) **if you are in a location different than your usual address listed on your Intake Form** and you indicate where that location is (address and telephone number) in case the counsellor needs to contact you there or send emergency services.
- While we are hopeful that your work together with your counselor will be helpful to you, New Harmony Counselling Services cannot guarantee a positive outcome.
- New Harmony Counselling Services counsellors/therapists reserve the right to choose whether or not to work with you via phone or other electronic technology. If, during your work together, your counsellor discovers that you are not, in fact, someone who can benefit from electronic therapy, your counsellor will discuss this with you immediately and will suggest that you seek out the services of a therapist in an office in your local area.
- If you are currently taking medication for depression, anxiety, or any psychological or psychiatric problem, your counsellor may ask for your permission to contact your physicians.

- New Harmony Counselling Services cannot be held responsible for phone services that are temporarily out of service.
- New Harmony Counselling Services is not responsible for any additional charges from your internet/telephone provider if you exceed your data or phone minutes while using OnCall or telephone for therapy.

Confidentiality In General: As counselors in Ontario we protect the confidentiality of the communications and contacts with all clients, including phone clients. Your therapist will only release information about your work to others with your written permission, or if they are required to do so by a court order or legal subpoena.

- Confidentiality Exceptions: According to Ontario law there are three situations where your therapist is required to break the confidentiality that we work so hard to retain and call local law enforcement or social authorities.
- If during your sessions you give any information that would lead your therapist to believe that you may hurt yourself, someone else, or someone may hurt you in any way, your therapist will notify the appropriate authorities to prevent such actions from taking place.
- If during your sessions you give any information that would lead your therapist to believe that there is neglect or abuse of a minor, your therapist will notify the appropriate authorities to prevent such actions from taking place.
- If during your sessions you give any information that would lead your therapist to believe that a regulated health professional has been involved with sexual abuse, your therapist will notify the appropriate authorities to prevent further abuse.
- Phone Confidentiality: Your counsellor will do everything possible to protect your identity and keep all confidences. However, it is at times not possible to guarantee 100% protection of the confidentiality of phone calls if you choose to use a cordless or cell phone during a phone session. At times it is possible for someone with a scanner to possibly hear the conversation. The goal of phone counselling is to help you. If at any time, either you or your counsellor feels that working together is not helpful enough to you, either is free to terminate the relationship.

I understand the stated terms and conditions, I understand the limits of confidentiality, I understand my counsellor's duty to report potential harm and abuse, and I agree to live with the consequences of such reporting.

Client Signature

Today's Date

Therapist signature

Today's Date

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