



Welcome Package for Therapy with Micah Dell

Welcome to my private practice: Cope Counselling Toronto Inc. Thank you for choosing me to be your therapist entrusted to join you on your healing journey. Please take some time prior to your initial session to read over this orientation package. If you have additional questions after familiarizing yourself with the information, please bring them up with me, especially if you feel it will be important to our work together. Please ensure that you also fill out the intake package that was given to you. I will be happy to go over all details with you. Thank you again, and I look forward to meeting with you.

Section A: Understanding How I run My Private Practice

Qualifications, Credentials, and Experience:

You have the right to know the training, education, and experience of the person that you trust to share your therapeutic journey with. As such, feel free to ask me about my qualifications at any time. Below is a bit of initial information for your reference.

I have been practicing for over 11 years, with both a Bachelors and Masters in Social Work. In addition to this, I am registered, and licenced to practice in Ontario with the Ontario College of Social Workers and Social Service Workers (OCSWSSW). Over the years I have worked in multiple social service sectors including: adult and youth justice, education, and child welfare before opening Cope Counselling Toronto. Cope Counselling is a safe space where individuals, couples, families, and groups learn to manage strong emotions, improve relationships and

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7419 BYBROOK DRIVE, MISSISSAUGA ON L4T 3R3
WWW.COPECOUNSELLINGTT.ORG
INFO@COPECOUNSELLINGTT.ORG
647 807 2948
@COPE_COUNSELLING



communication, and focus on coping with day-to-day life stressors. We will go through a healing journey and I walk with you every step of the way.

Booking a Session:

I see clients from Monday – Saturday every week. My practice is busy and we will book your session for what works for both of our schedules. Sessions are booked in 60-minute increments, there are times where we will go over by 5-10 minutes but not more than that.

Missed / Cancelled Sessions:

Please note that if you have to cancel your session, I kindly ask that you let me know 48 hours in advance. If it is an emergency situation at least 24 hours is required. If you cancel your session with less than 48 hours' notice you will be required to pay 50% of the fee the initial time and the second time 100% of the fee will be required. If you would like to reschedule your session it is likely that you will not receive an appointment in that same week however, I will try my best to accommodate.

Rates and how to pay:

My fee for 1:1 counselling is \$140/ hour and paid by Email Money Transfer only. Please note that Psychotherapy services are often covered by 3rd party insurance plans. Look for “Registered Social Worker” in your benefits package.

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Payment is expected to be made on the day of your session by midnight that night. Your paid invoice will be sent to you within 24 hours of receiving your payment. This invoice will have everything you need to submit to your insurance provider.

Virtual Therapy:

As a result of COVID – 19 restrictions, all sessions will be for now over Zoom or via tele-therapy. This ensures that both me and you are adhering to social distancing guidelines. Zoom does meet the current requirements of my regulating body and is a secure platform for counselling.

For sessions you will be sent an individual Zoom invitation to join the session prior to therapy. You will receive the link by email and will have to click the link on order to enter into the room.

Note keeping:

Notes are taken every session and are an important part of practice as they provide a written interpretation of what was discussed. My notes are recorded and safely stored in my client management system.

Emergencies:

I am unable to offer crisis support appointments. I will do my best to give you added support if necessary, for instance; more than 1 session in a week, as well as access to me through text and WhatsApp messaging. In the case of an emergency please call 911, the appropriate hotline in your community, or the emergency department at the local hospital depending on the issue.

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Section B: Privacy and Confidentiality Policy

Consent and Confidentially:

In addition to this package, you will receive an electronic consent form that is to be signed and returned prior to starting sessions. This form clearly outlines the details related to what to expect in therapy as well as my privacy and confidentiality policy. Please take your time to understand the contents of consent prior to signing. I do look forward to working with you.

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