# MEMORY LANE – CLIENT SERVICE AGREEMENT 1B CLIENT AGES 12-29 YEARS OLD

## PARTICIPANTS AGREE TO THE FOLLOWING TERMS AND CONDITIONS:

### 1. COMMUNICATION

13133419 CANADA INC Director Julie Lavigne hereby referred to as “Memory Lane” will communicate directly via email, phone, skype, registered mail or other methods with Clients or their Parents/Guardians (hereby referred to as The Client) when The Client is under the age of 16 years old after the completion of the intake process (see Client Intake Form). Memory Lane with record their observational notes and those notes can be released if requested, to both The Client and their Representatives (often family lawyers). If The Client requests the notes, they will be sent within a 48 hour period. There is an administration fee for the release of observational notes, and the payment must be agreed upon prior to the release of the notes.

### 2. INTERVENTION AND TERMINATION

In the case that The Client becomes verbally or physically abusive, Memory Lane will intervene and make a minimum of One (1) attempt to diffuse/redirect The Client. In the case that The Client refuses to modify their behaviour, Memory Lane has the authority to terminate the session. There will be no refund should the session be terminated due to The Clients abusive behaviour.   
  
The Client will have the option to schedule another session on a different date should they wish to return for counselling at Memory Lane.  
  
Any direction or request by a Memory Lane staff member is to be followed by The Client in a prompt and appropriate manner.

### 3. PAYMENT

Memory Lane does not mediate the negotiation of payment. Invoices will be emailed to the primary contact immediately after the session.

### 4. SESSION CANCELLATION

The Client must cancel a scheduled session via email ([info@memory-lane.me](mailto:info@memory-lane.me)). The session must be cancelled with a minimum of 24 hours’ notice in order to receive a refund.   
  
An administrative fee of $25 (+HST) will apply to any cancelled session. These terms are non-negotiable.

### 5. GUESTS/VISITORS

Due to COVID-19 guidelines Memory Lane is not currently allowing guests/visitors. The Client may be accompanied by One (1) family member when the session occurs in the office. If the session is held on-line, The Client is welcome to invite any other family members or associates if their presence is relevant to the session.  
  
Clients have the option to bring One (1) pet provided they are quiet and under control at all times. There are multiple offices in the building and consideration and respect for their work environment is mandatory. The pet does not need to be a Registered Therapy or Service Animal.  
  
A cleaning fee of $25 (+HST) will apply should the pet urinate or defecate while in the office.

### 6. MEDICAL AND FOOD

All relevant medical information will be collected by Memory Lane during the intake process. Clients are to provide as much medical information as possible, along with documentation to support it when necessary or if requested. If medication or medical attention is required during a session, it is the sole responsibility of The Client to take the necessary steps. Memory Lane will only intervene if needed, however, is not responsible for administration of any medication or medical advice.   
  
Memory Lane is certified in Standard First Aid & CPR/AED Level C.

### 7. TRANSFER OF MATERIAL GOODS

In general, The Client is not to use Memory Lane as an agent to transfer material goods, documents, medication or any other items. Memory Lane is not responsible for signing or transferring any court documents, money or other possessions.

### 8. REFUSAL

If The Client is refusing to participate in the session initially, Memory Lane will attempt to encourage them to attend using a variety of skills and methods. We ask that The Client make an effort to be engaged, but The Client will not be punished or reprimanded should they refuse. Memory Lane understands that some clients require a period of adjustment before they will be comfortable communicating with a Counsellor.

Memory Lane retains the right to deny service to any client without explanation. This decision will be made at Memory Lanes sole discretion and will only be enforced with The Clients’ best interest in mind.

### 9. DUTY TO REPORT

Memory Lane is bound by the Children, Youth and Family Services Act (CYFSA) duty to report guidelines. If staff witnesses abuse or neglect, they are lawfully bound to report directly to the local Children’s Aid Society.

### 10. PROTECTION FROM LIABILITY

No action or other proceeding for damages shall be instituted against Memory Lane when acting in good faith to execute or attempt to execute the Duty to Report imposed on them by the Children, Youth and Family Services Act (CYFSA) duty to report guidelines.

### 11. USE OF TECHNOLOGY

Any exemptions around the use of technology must be specified prior to commencing any session. Memory Lane does not consent to The Client taking photos or videos of them.   
  
Memory Lane will not take photos or videos of the sessions or The Clients at any time.

There is a video screen at the front entrance to the building where The Client will ring to be admitted into the building, however, there are no cameras within the office where sessions will be held.

For our growth and development, as well as for insurance purposes, an audio recording of sessions will be made. These files will be stored on a locked hard drive which does not connect to the internet. These recordings will be stored along with any session notes and other documentation created by Memory Lane and/or The Client.

### 12. COVID-19 POLICY

In order to keep everyone safe during the COVID-19 pandemic, safety procedures will be implemented. The requirements will be updated in accordance with Public Health’s direction. Failure to comply will result in immediate termination of service without refund.

### TERMS OF AGREEMENT

Either party may withdraw from this Service Agreement and cease counselling sessions at their sole discretion.   
Memory Lane reserves the right to refuse access, cancel, reschedule or terminate sessions when they feel that it is not in the best interest of The Client to continue.

I have read the CLIENT SERVICE AGREEMENT and I agree to comply with these policies and conditions.   
I understand that failure to comply may result in a temporary suspension or immediate termination of service.

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