



River Stone Psychotherapy

Julia Hintermeister

julia@riverstonepsychotherapy.com

General Information and Consent for Services

River Stone Psychotherapy

About Me

Welcome to River Stone Psychotherapy. My name is Julia Hintermeister. I hold a Master of Science in Child Art Psychotherapy from University College Dublin (2013) and have worked both independently as a psychotherapist and on a variety of multidisciplinary teams. I work with clients navigating a spectrum of issues including chronic and acute trauma, grief, anxiety, and depression. I have also worked as a psychosocial consultant, developing mental health programs and providing capacity-building for mental health professionals across several continents.

My Registration Status

I am registered with the College of Registered Psychotherapists of Ontario (CRPO) in the Registered Psychotherapist (Qualifying category, following my relocation to Ontario as await the next exam writing date in 2027.

I am also registered in British Columbia with the BC Association of Clinical Counsellors as a Registered Clinical Counsellor and an Approved Clinical Supervisor.

B.C. Association of Clinical Counsellors Member Number: 18087

College of Registered Psychotherapists Member Number: 23072

What is Psychotherapy?

Psychotherapy is intended to help people improve and maintain their mental health and well-being. Psychotherapy occurs when the psychotherapist and client enter into a psychotherapeutic relationship where they both work together to bring about positive change in the client's thinking, feeling, behaviour, and social functioning. In my practice this is achieved through talking, expressive arts, and play. Individuals usually seek psychotherapy when they have thoughts, feelings, moods, and behaviours that are adversely affecting their day-to-day lives, relationships, and ability to enjoy life.

When Working With a Therapist You Should Expect the Following

- A conversation about the benefits, risks, and expected outcome(s) of the psychotherapy, and the opportunity to give your informed consent
- A clearly communicated, mutually agreed-upon goal or plan for the psychotherapy
- Each therapy session has a clear beginning and clear end, where problems or concerns are presented and discussed and outcomes are explored
- The appropriate use of boundaries to create a safe and confidential environment



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- To be informed that I am registered with CRPO, that CRPO sets the standards for and considers complaints about Registered Psychotherapists, and how to contact CRPO

Benefits of Counselling

Counselling can help a person gain a new understanding of their problems and acquire new ways of coping with and solving those problems. Therapy can help a person develop new skills and change behaviour patterns, and can contribute to an increased understanding of self and others.

Risks of Counselling

While there are potential benefits to therapy, success is not guaranteed, and there are potential risks. Therapy may stimulate memories, evoke strong feelings, and changes in awareness may alter one's self-perception and ways of relating to others. Sometimes clients may feel worse before they feel better; this is especially a concern for trauma clients. Therapy is a process, and you are encouraged to continually discuss any concerns you are having with your counsellor.

Contact Information and Communication

Julia Hintermeister MSc RCC-ACS, RP (Qualifying)

548-390-4985

julia@riverstonepsychotherapy.com

www.riverstonepsychotherapy.com

Electronic Communication, File Management, and Digital Safety

I use Owl Practice, a Canadian electronic health record platform, for scheduling, secure client records, and billing. Client files are stored electronically within Owl Practice's PHIPA-compliant infrastructure, with access restricted to me (and, where applicable, my clinical supervisor for consultation purposes). Any paper documents such as art created in session, is either uploaded to OWL or stored in a locked location.

Please be aware of the following regarding electronic communication:

- Email and text messaging are convenient but are not fully secure or confidential communication channels. I use them for scheduling and administrative purposes only (e.g., confirming or changing appointment times).
- Please do not use text or email to disclose clinical content, crisis information, or anything you would consider sensitive or urgent. These channels are not monitored in real time and are not appropriate for discussing session content, disclosures, or safety concerns.
- If you are in crisis or experiencing a safety concern, please contact emergency services (911), go to your nearest emergency department, or call/text 988 (Suicide Crisis Helpline), rather than emailing or texting me.



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- Any clinically relevant information shared by email or text may be summarized and entered into your clinical record.
- If we use video conferencing for sessions, I will confirm the platform's privacy and security measures with you and obtain your consent for this specific channel.
- You have the right to withdraw consent to a particular communication channel (e.g., text) at any time.

Client records are retained in accordance with CRPO's record-retention requirements and the Personal Health Information Protection Act, 2004 (PHIPA), and are securely destroyed or de-identified once the retention period has elapsed.

Collection and Storage of Personal Information

Collection, use, and storage of your personal health information is governed by the Personal Health Information Protection Act, 2004 (PHIPA) and CRPO's Professional Practice Standards. Your information is collected and used only for purposes related to your care, is stored securely (electronically through Owl Practice, and/or in a locked location for any paper records), and is not disclosed to third parties without your informed, voluntary, and written consent, except as outlined under Limits of Confidentiality below. If you have any questions regarding this, please speak with Julia.

Complaints or Questions

If you have a complaint or question, please feel welcome to talk to Julia first. If you would like to talk to someone else, you can contact the BC Association of Clinical Counsellors (BCACC) or the College of Registered Psychotherapists of Ontario (CRPO) directly, which is the organization that sets the rules for and considers complaints about Registered Psychotherapists:

College of Registered Psychotherapists of Ontario (CRPO)
complaints@crpo.ca or 416-479-4330

BCACC at (250) 595-4448

Fees

It is the responsibility of the client to ensure that you are able to cover payments ahead of starting sessions. This may mean contacting your insurance company. It is not the responsibility of the clinician to file claims with your insurance.

Fees are subject to change with advance written notice. Where possible, existing clients will be notified of any fee change at least 30 days before it takes effect.

Cancelled and/or Missed Appointments

When possible please provide 24 hour notice for cancellation of appointment. If there is no notice provided you will be charged for missed appointments, the first no-show will be charged at 50% of the session rate, any following no-shows will be charged at the full rate.



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Confidentiality

Confidentiality of session belongs to the client, even if they are a child. Information that is helpful will be shared with parents with the client's consent. Information about counselling sessions will not be released to anyone without informed, voluntary, and written consent.

Limits of Confidentiality

- When there is reason to believe you, or your child, may be at risk of harming yourself or others
- When there is reasonable belief of abuse or neglect of a vulnerable person, such as a child
- When records are required to be disclosed pursuant to a court order or subpoena. If this occurs, I will take reasonable steps to protect your privacy, will disclose only the information specifically required, and will notify you that this has occurred where I am legally permitted to do so. Every reasonable effort will be made to discuss these circumstances with you prior to the involvement of other professionals.

Insurance Companies and Other Third-Party Payors

If your sessions are being paid for, or you are seeking reimbursement from, a third party such as an insurance company or Employee Assistance Program (EAP), please be aware of the following:

- I will only disclose the minimum information necessary to process your claim (for example, confirming that a session occurred on a specific date), not your full clinical record.
- Before responding to any request from an insurer, I will confirm that you have consented to that specific disclosure. Submitting your own claim to an insurer does not automatically constitute consent for me to share information with them; I may confirm this with you directly.
- If an insurer asks me to verify information that does not match my clinical records, I will address this directly with you, the client, to clarify the discrepancy before responding to the insurer.
- I am not able to alter, omit, or adjust information in your record to align with an insurance claim, as this could constitute misrepresentation.



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Conflict of Interest

If at any time it becomes known that there is a conflict of interest involving you as a client, all efforts will be made to notify you at the next scheduled session. You are also encouraged to let your counsellor know if you become aware of any conflicts of interest.

Contacting Health Professionals and Family Members

Please provide the name and contact information for any professional or support persons you may wish to have involved in your (or your child's) well-being. You have a right to know what transpires if any conversation occurs between your counsellor and other professionals or supports.

Consultations

In order to provide the best possible service, I may consult with my clinical supervisor and/or other professionals about our work together. Your name and other identifying information will never be used, and any such consultation will be documented in your clinical record.

Additional Client Rights

- Clients have the right to withdraw this consent at any time. Please provide this in writing whenever possible.
- Clients have the right to refuse particular counselling interventions.
- Clients have the right to access their own clinical records, subject to limited exceptions under PHIPA.

I have read, understand, and agree with the above.

Client Name	Client Signature	Date(yyyy/mm/dd)
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Parent/Guardian Signature	Date (yyyy/mm/dd)
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Parent/Guardian Signature	Date (yyyy/mm/dd)
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Julia Hintermeister	Date (yyyy/mm/dd)
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