



Michelle Gilligan, MA, RCC

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Dear Client,

In order to be well informed about my policies and your rights as a client, I am providing you with this material. Please read this carefully and, if you need clarification on any of this information, please ask me.

You and your child have the right to privacy, confidentiality and professional behaviour. You also have the right to see any files or information I keep regarding your work with me. Confidentiality is a serious concern for me. I will not divulge any information shared in our work together without your express written permission, except under the following circumstances:

Limits of Confidentiality

A client's confidentiality cannot and will not be protected:

- if a client threatens bodily harm to self or others
 - if there is indication of child abuse
 - if I am subpoenaed to testify in court
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Sessions may be held in-person, by telephone, or virtually, depending on your preference and what we have arranged.

For virtual sessions, I use the Zoom Pro platform. Zoom is compliant with Canadian requirements for the protection of client information and privacy (PIPA). This means that the information is encrypted end-to-end and sessions are not recorded. Please be aware that the data is routed through servers in Canada and the US. Information routed through the US is subject to US privacy laws. As with any online communication, privacy and confidentiality cannot be guaranteed, beyond compliance with these regulations.

Email can be very convenient for arranging/cancelling session times. Please keep in mind that email communication is not secure, when you are considering what information to include in an email. Telephone is a more secure option if needing to communicate any personal information between sessions.

Permission to Consult:

From time to time, during my own ongoing peer consultation and supervision, I may desire to share some information with colleagues about our conversations so that I may better serve you in our work together. All information would be shared in such a way that your identity is kept absolutely confidential.

Please let me know if you have any concerns and prefer not to give consent for this.

Sessions are payable at the beginning of each session by cash, cheque, e-transfer or credit card, unless otherwise arranged.

If you need to cancel or change your appointment please give 24 hours notice if at all possible. I will not charge if there is a need to reschedule on short notice in the event of illness or emergency. If a session is missed altogether with no notice, I will charge 50% of my regular rate listed below for the first time, and my full rate if there is a second missed session without notice.

Fees are \$120 per session. At this time I do not charge GST.

To cancel a session, call or text 250 797 5358 or email michelle@bridgescounseling.com.

If you experience an emergency or crisis and I am not available, please call the Vancouver Island Crisis Line at 1-888-494-3888.

Please sign here to indicate that you have read and understood the above information, and give consent to participate in the services discussed.

Signature:

Date:
