

# One Tree Psychological and Therapeutic Services

Intro to Therapy



# Therapy Services

Welcome to One Tree Psychological and Therapeutic services. We provide in-person, virtual or telephone counselling services for children, youth and adults affected by many psychological concerns. Our staff is diversely trained to ensure that each person receives the right treatment for their unique concerns.

## Goals of Therapy



Information, skills, and support so you can regain your personal power



Understand, express, and integrate your feelings



Move through your experience to a life that is less impacted by what happened

### Before your first session

Our office manager will be sending you intake and consent forms. These will need to be filled out and sent back prior to your first session. We will also be collecting insurance and payment details.

Based on your preference or specific concerns, we will place you with the best available clinician to suit your needs.

### During your first session

We want to get to know you better:

- Going over your initial consent form
- Gathering information about your symptoms and how they affect your life
- your current needs and expectations
- other factors in your life impacted by psychological challenges

### After your first session

As you process new ways of thinking, you may experience:

- tiredness
- irritability
- vulnerability
- discomfort

These can be part of the change process. They may feel unsettling initially but can lead to growth and change.

## Safety Concerns

A certain Degree of discomfort is common in therapy, especially at first. However, if you do not feel comfortable with your assigned therapist, you can ask for referrals for other therapists. Any reports of sexual misconduct or abuse will be reported to the appropriate regulatory body. If our staff become aware that there is a conflict of interest or if their own personal experiences will interfere with their ability to provide you with the best care possible, they may talk to you about transferring to another therapist.

# The Relationship with my Therapist

Counselling is different from talking to a friend or family member. You may share important and personal details you usually keep private. As you form a strong therapeutic relationship, the content of the sessions stays focused on your life.

A professional code of conduct means we cannot:



Have a friendship of familial, business, romantic, or sexual relationship with former or current clients



Give advice we are not qualified for (i.e. legal, medical, financial)



Give or receive gifts from clients or attend personal parties/events of yours



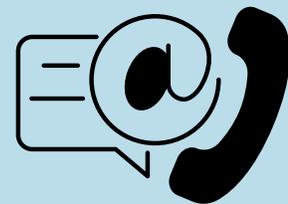
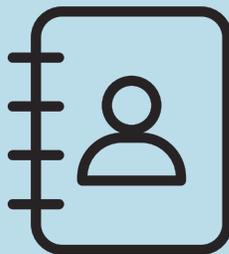
Be your supervisor, teacher, or evaluator while also engaging in counselling with you



Practice outside of our jurisdiction. If you are going to be out of province for your remote session, discuss this with your therapist ahead of time

## If we see each other in public...

- I will not acknowledge you unless you acknowledge me first
- I will let you take the lead in the conversation - you can discuss whatever you feel comfortable with and I will follow your lead
- If asked where I know you from by my or your peers, I will defer the question to you
- I always aim to be courteous and avoid being rude. If you feel that I did not handle seeing you in public well, please let me know and we can discuss how we can better handle the situation.



Should we need to contact you, we will try to reach you by phone, text or email. Any email or message you send will be added to your file. You may leave messages for the Office Manager and the Office Manager may be the one to respond to emails that you send to the clinicians.

# Confidentiality & Privacy

Information related to your counselling is only shared with your consent, except:



Therapists meet with their supervisors on a regular basis to discuss clients to get feedback, support, and new ideas.

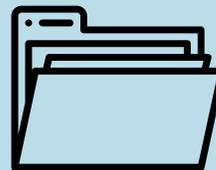
Therapists are legally responsible to disclose your information without consent when:



Reporting to appropriate authorities to get supports if a vulnerable person is at risk of abuse, violence or neglect



Reporting to the appropriate authorities to get supports if you intent to harm yourself or someone else



Providing files subpoenaed by courts



If a complaint is made to a therapist's regulatory body, then file information may be shared during the investigation

## Minors

All legal guardians must sign consent forms for a therapist to see a child or youth under 18 years old. Client-therapist confidentiality with the child or youth will be maintained unless there is a clear indication the child is in danger.

## Mature Minors

If you are under the age of 18 and are wanting to pursue counselling without your guardian(s) consent, in some cases your therapist can assess if you qualify to be treated as a mature minor. This is based on your understanding of therapy, the risks and benefits, and your ability to make value-based decisions.

## Storage and Access of Information

Confidential progress notes, sand tray pictures, and pictures of art are kept for all sessions. Clinical records are saved according to PIPPA requirements.

Should you wish to access your clinical files, you may do so by completing a formal request. Clinical records are maintained for 11 years after services. If there is disclosure of sexual abuse, clinical records are maintained indefinitely.

# Client Rights & Responsibilities

As a client, you have the right to...



Be treated with dignity and respect



Ask for what you need, be heard, and move at your own pace



Timely, confidential, and compassionate therapy services



Withdraw consent for therapy at any time in writing



Say 'I don't know' or 'no' to any services, ideas, or suggestions

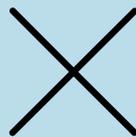
## Concerns

You are encouraged to speak directly with your therapist if you have any concerns. If your concerns are still not resolved, you have the right to contact the therapist's supervisor. Further unresolved conflicts can be reported to the therapist's regulatory/licensing body.

## Cancelling an Appointment



You have the responsibility to inform your therapist if you will be late or absent



If an appointment is missed or cancelled with less than 24 hours notice, you will be charged for the full appointment



If you no show/late cancel more than 3 times, you will be asked to leave a credit card on file that can be used to pay for Late Cancel or No Show Fees or no further appointments will be booked.



Insurance companies often do not cover No Show Fees or late cancel fees; it is your responsibility to pay this fee

## Termination of Therapy Services

You may choose to stop counselling at any time, but we ask you discuss this with your therapist first. If you or your therapist feel another person may be better suited to support you, appropriate referrals will be made before counselling is terminated.

## If you are having a mental health emergency...

Please go to your nearest hospital emergency department or contact one of these crisis numbers:

- Canadian Mental Health Association  
24/7 Distress line at 780-482-4357
- Alberta Mental Health Line (24/7) at 1-877-303-2642
- Access 24/7: 780-424-2424

**IF YOU HAVE ANY QUESTIONS PLEASE CONTACT US!**

[onetreepsychological.ca](http://onetreepsychological.ca)

(780)886-5471

[contact@onetreepsychological.ca](mailto:contact@onetreepsychological.ca)