

PRIVACY AND CONFIDENTIALITY AGREEMENT

One Step Beyond Counselling

Wendy Shippam, Registered Psychotherapist (CRPO)

Protection of Personal Information

Your privacy is taken seriously. Personal information collected during counselling is used solely for the purpose of providing therapeutic services.

Records may include contact information, session notes, and relevant clinical information.

Storage of Records

Client records are stored securely and protected in accordance with professional standards set by the College of Registered Psychotherapists of Ontario (CRPO).

Use of Information

Information collected during counselling will not be shared with third parties without written consent, except in circumstances required by law.

Electronic Communication

Email communication may be used for scheduling and administrative purposes. While reasonable precautions are taken, electronic communication cannot be guaranteed to be completely secure.

Access to Records

Clients may request access to their personal records in accordance with applicable laws and professional guidelines.

Acknowledgement

By signing below, you acknowledge that you have read and understood this privacy policy.

Client Name: _____

Client Signature: _____

Date: _____

CANCELLATION POLICY

One Step Beyond Counselling
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Appointment Length

Standard counselling sessions are approximately 50 minutes.

Cancellations

If you need to cancel or reschedule an appointment, please provide at least 24 hours notice.

Late Cancellation or Missed Appointments

Appointments cancelled with less than 24 hours notice, or missed appointments, may be subject to the full session fee.

Late Arrival

If a client arrives late, the session will still end at the scheduled time to avoid delaying other appointments.

Acknowledgement

By signing below, you confirm that you understand and agree to the cancellation policy.

Client Name: _____

Client Signature: _____

Date: _____