

Please contact [asc@durhamcollege.ca](mailto:asc@durhamcollege.ca) if you require assistance to complete this form.

## **Qualifications and Scope of Practice**

ASC Counsellors have expertise in identifying barriers that impact learning and understand the complex interplay between learning disabilities and mental health. We recognize that counselling support, learning strategies, accommodations and advocacy are critical components in supporting students with disabilities in obtaining their educational goals. We provide brief therapeutic interventions that are intended to be short term in nature, typically 6 sessions; focused on the present and future; and geared to promoting your academic success. We utilize an integrative approach and primarily employ brief therapeutic modalities such as solution focused therapy and cognitive behavioural therapy. These brief models encourage you to actively collaborate with your counsellor in a process that emphasizes your competence, strengths and possibilities. We are Registered Psychotherapists with the College of Registered Psychotherapists of Ontario (CRPO). If you ever have concerns about a Member's professional conduct you have the right to file a complaint with CRPO. As members of CRPO we must also ensure we work within our scope of practice and within the mandate of Durham College. As a result there may be instances where we may need to refer you to alternative supports or community based programs.

## **Limits of Confidentiality and Case Notes**

During our sessions I may be taking written notes. The collection, use and disclosure of your personal health information is governed by the Personal Health Information Protection Act (PHIPA). This means that your personal information obtained through the counselling service is completely confidential and can only be accessed by members of the counselling team at Durham College. Records and notes from our sessions are stored securely and are not disclosed without your consent, except where required by law. All case notes are stored securely in locked cabinets and with password protection. In addition, please note that your clinical records are retained for 10 years from the date of your last interaction with us. You should also be aware that email can be monitored by others, so don't communicate personal information in this way if you wish confidentiality.

Although what we discuss in our sessions is confidential, there are a limited number of circumstances where disclosure is required without consent. Limits to confidentiality include:

- If I believe that disclosure is necessary to eliminate or reduce significant, imminent risk of serious bodily harm (includes physical or psychological harm) to you or anyone else (e.g. suicide, homicide)
- If a child is or may be at risk of abuse or neglect, or in need of protection
- For the purpose of complying with a legal order such as a subpoena, or if the disclosure is otherwise required to facilitate an investigation authorized by warrant or provincial or federal law
- For the purpose of contacting a relative, friend or potential substitute decision-maker of the individual, if the individual is injured, incapacitated or ill and unable to give consent personally
- To a college for the administration or enforcement of the Regulated Health Professions Act, 1991 (e.g. all regulated health professionals are required to report the sexual abuse of a client by another health provider)

### **Benefits and Risks of Therapy**

Counselling and psychotherapy are intended to promote healing and well-being by assisting you to identify your strengths, enhance your coping strategies, and develop a deeper level of personal insight and awareness. Additional benefits may include reductions in feelings of distress and improved relationships. However, this process usually requires willingness to examine and discuss difficult topics or times in your life and to try out new behaviors. This may feel challenging and difficult at times and you may experience feelings like anger, sadness, guilt, grief, loss, frustration, etc. Ultimately you get to decide what we discuss and work on. If you feel uncomfortable or do not want to discuss a particular issue at any point, this is completely okay.

### **Virtual Counseling**

The ASC is currently providing virtual counselling appointments through video/audio technology and telephone. The video/audio technology we use is Microsoft Office Teams provided through Durham College. We do our best to make sure that any information you give us during virtual care sessions is private and secure. Unfortunately, no video or audio tools are ever completely secure and there can be no guarantee of privacy or confidentiality of conversations held via phone or video. There are several limitations to virtual care:

### **Limitations**

- Video or phone communication can be intercepted either accidentally or intentionally
- Unclear reception may occur during a session and consequently the session may need to be ended and/or re-scheduled.
- Service disruption may happen due to technical issues. If a connection is lost, you will be called back on the number on which we were speaking.
- Your body language and your non-verbal reactions to the issues being discussed cannot be seen.
- Sometimes what you are saying (due to phone reception limitations) may not be heard clearly and you may be asked to repeat things.
- Email is generally not considered secure enough for substantial clinical conversations, however we can answer specific questions and requests for personal support resources.

### **To help us keep your information safe and secure, we will:**

- Call you from a private number and a private location (please note the number on your phone will come up as unknown or private caller)
- Only utilize a Durham College issued laptop that is password protected and only access the electronic record system which is also password protected to record and store clinical files.
- Ensure no one else has access to the laptop and will ensure it is stored in a safe location.

### **To help us keep your information safe and secure, please:**

- Use a private computer/device and a secure internet connection. For example, using a personal computer or tablet is more secure than at a library, and your access to the Internet on your home network will generally be more secure than an open guest Wi-Fi connection.
- Use a private space where you can speak without being overheard or interrupted by others.
- Use a space with minimal background noise to enhance clear communication.
- Read in full this confidentiality document and the limits to confidentiality.
- Tell your counselor if your address or contact number has changed since your last appointment.

My signature below confirms that I (the client) have read the above information regarding scope of practice, confidentiality and limits to confidentiality, and risks and benefits. In addition, I have read the above information regarding limitations with virtual services. I have had an opportunity to discuss this with the counsellor and had my questions answered to my satisfaction and am giving my informed consent. I understand that my consent can be withdrawn at any time.

**Client** First Name:

Last Name:

Signature:

Date Signed (yyyy-mm-dd):

Signature of Witness (if any):

**Please Note:** If you have a life-threatening emergency please phone emergency services at **911** or go to the nearest **emergency room**. We provide only non-emergency therapeutic services by appointments.

**Notice of Collection:** In accordance with Section 39(2) of the Freedom of Information and Protection of Privacy Act, 1990, the personal information collected on this form is collected under the legal authority of the Ontario Colleges of Applied Arts and Technology Act, 2002 and may be used and/or disclosed to provide access and support services to students. Your personal information may also be used for various administrative, statistical and/or research purposes of the College and/or ministries and agencies of the Government of Ontario and the Government of Canada. If you have any questions about the collection, use and disclosure of your personal information by the College, please contact the Freedom of Information and Protection of Privacy Coordinator, 2000 Simcoe Street North, Oshawa, ON, L1G 0C5, 905.721.2000 ext. 3292.