Electronic Communications Policy

Email and telephone use will be limited to managing appointments and administrative matters only. Any electronic communication correspondence received from clients that does not pertain to administrative matters will not be responded to.

Electronic communications will not be responded to outside of regular working hours (Tuesdays and Thursdays from 12:00 pm – 7:00 pm). While your therapist will attempt to review and respond to electronic communications in a timely manner, your therapist cannot guarantee that all electronic communications will be reviewed and responded to within any specific period of time. All electronic communications will be generated from the physical office/work setting only.

Electronic communications may be printed and made part of your clinical record.

Your therapist will not forward your electronic communications to any third parties, including family members, without your prior verbal or written consent, or as required by law.

Please do not contact your therapist via electronic communication when in crisis. If your mental health is rapidly declining, you should not rely on a counselling appointment. In such instances, you should take other measures as appropriate, such as calling 911, visiting your nearest Emergency Department or Urgent Care Clinic, and/or calling your local distress line. Counselling appointments will not be used for mental health emergencies or other time sensitive matters.

Your therapist will use reasonable means to protect the security and confidentiality of information sent and received using electronic communications. However, it is important to note that electronic communication is not completely secure and therefore, your therapist cannot guarantee the security and confidentiality of certain electronic communications. This is due to the following reasons:

- The use of electronic communications can increase the risk of such information being disclosed to third parties.
- Despite reasonable efforts to protect the privacy and security of electronic communications, it is not possible to completely secure information provided through such formats.
- Electronic communications can be forwarded, intercepted, circulated, stored, or changed without the knowledge or permission of the therapist or the client.
- Electronic communications may be disclosed in accordance with applicable legal obligations, including the duty to report or a court order.

I understand and accept the risks associated with the use of electronic communication and I agree to communicate with my therapist using electronic communication with a full understanding of such risk. I acknowledge that either I, or my therapist may, at any time, choose to stop participating in electronic communication upon the written notice of such intent.

____________________
Client Signature

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Therapist Signature

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Date