

Counselling Consent Details

CFS Battlefords is committed to providing high-quality, confidential counselling services. The following outlines important information about client rights, responsibilities, and the terms under which services are provided.

Confidentiality

CFS respects client privacy. All personal information shared during counselling sessions, including written records, is kept confidential. However, CFS is legally or ethically required to disclose information in certain circumstances, including:

- If there is reason to believe that someone's life is in danger
- If a child or vulnerable adult may be in need of protection
- If required to comply with a court order, subpoena, or warrant
- For professional supervision or training purposes (with identifying information removed)

If it is determined that consultation with someone outside the agency is necessary, the client will be asked to sign a separate consent form.

Other Privacy Measures:

- CFS staff will not acknowledge clients outside the office unless initiated by the client
- When calling a client, the agency's phone number is blocked to protect confidentiality

Client Rights

Clients have the right to:

- Be treated with dignity, respect, equality, and recognition of their intrinsic worth
- Be involved in decisions regarding their care
- Receive services in accordance with CFS policy and the ethical codes of relevant professional bodies
- Inquire about their counsellor's qualifications and experience
- Be supported by a qualified intern counsellor, where applicable and under supervision
- Provide feedback or request to speak with a supervisor by contacting reception

CFS strives to maintain continuity of care; however, there may be situations where a change in counsellor is necessary.

Client Responsibilities

Clients are expected to:

- Treat staff and others with respect; harassment, abuse, or violence will not be tolerated
- Arrive on time for scheduled appointments
- Provide a minimum of 24 hours' notice for cancellations. A fee may be applied for missed or late-cancelled appointments
- Notify CFS of changes to contact information
- Be aware that repeated missed appointments or extended absences (more than six weeks without prior discussion) may result in file closure

Fees and Payment

Counselling fees are determined based on income and referral source. Fee arrangements will be discussed with clients before services begin.

Fee Guidelines:

The Counselling Intake Worker will assist clients in selecting the most appropriate service option.

- Fees are waived if a client is a child or youth referred by select Light of Christ Catholic School Division principals (St. Mary's, ÉMBM, Holy Family, Notre Dame, St. Peter's, Rivier)
For ongoing counselling:
 - \$35 per session for households earning under \$55,000 annually
 - \$95 per session for households earning over \$55,000 annually
- Fees may be waived if clients are fleeing situations of interpersonal violence, including but not limited to domestic, intimate partner, or family violence. This fee waiver is intended to remove financial barriers and ensure access to safe, supportive counselling during times of crisis. Counsellors will work with clients to identify if the client is eligible for the fee waiver.
- Rapid Access Counselling for children, youth, and adults is provided free of charge and may be available same-day. While there is no limit on usage, Rapid Access Counselling is designed to be a use-as-needed service. This means that the availability of specific counsellors and session types (in-person, phone, or video) may vary.
- Telephone and video sessions are charged at the same rate as in-person sessions; session lengths may vary

Payment Options:

- Fees are due prior to each session
- Payment can be made via e-transfer to finance.cfs@sasktel.net, credit card, cash, or cheque
- If payment is not received after two sessions, services will be paused until the outstanding balance is paid in full

Insurance

Clients are responsible for paying counselling fees directly unless alternate arrangements have been made. A receipt will be issued upon payment, which may be submitted to the client's private insurance provider for reimbursement. Clients are encouraged to confirm in advance which counsellor credentials are eligible under their specific insurance plan.

Video and Phone Counselling

CFS uses secure platforms to protect client confidentiality during virtual sessions. Clients are encouraged to:

- Participate in a private setting
- Use headphones to further protect their privacy

Services for Children and Youth

Parental or legal guardian consent is required for clients under the age of 15.

- If both parents or guardians share legal responsibility, both signatures are required
- If one parent has sole legal custody, documentation must be provided

Counsellors may encourage minors to communicate with their parent or guardian but will not share details of counselling without the minor's consent, unless legally required. CFS does not provide custody or access assessments and will not participate in related legal proceedings.

Questions?

Clients with questions about the counselling process, their rights, or responsibilities are encouraged to speak with their counsellor or contact reception at (306) 445-6960 or reception@battlefordscfs.ca