

Welcome to Counselling

Counselling with a psychologist provides a confidential, supportive space to:

- Talk through concerns and challenges
- Better understand patterns that may be getting in the way
- Develop practical strategies
- Work toward meaningful changes at a manageable pace

Your first session is an opportunity to discuss what brings you to counselling, what you hope to accomplish, and whether counselling is the right fit for you.

Before Your First Session

Please review this information before booking. If you have questions about services or eligibility, please contact the clinic.

Sessions & Fees

- **Fee: \$235 per 60-minute appointment**
- 50 minutes of face-to-face counselling + approximately 10 minutes of professional record keeping.
- The fee follows the recommendation of the Association of Psychology Newfoundland and Labrador.
- **The fee reflects more than the time spent in the counselling room.** It also supports:
 - Professional registration, training, and continuing education
 - Professional liability insurance
 - Secure clinical records and technology
 - Office space, utilities, and other practice expenses
 - Administrative support, scheduling, and billing
 - Required clinical documentation and other professional responsibilities
- **Important:** \$235 is the fee for the professional service and operation of the practice; it is not \$235 of take-home income.

Payment

- Credit card payment is automatically processed for in-person, telephone, video, and no-show appointments.
- An electronic intake form is sent by email when you book and includes the credit-card section.
- We do not direct bill health insurance companies or third parties (e.g., EAP, VAC, CSSD).
- Check your insurance plan for limits on daily costs and session minutes/hours.

Remote Counselling (Telepsychology)

- For professional liability reasons, you must be physically located in **New Brunswick, PEI, or Nova Scotia** during your session.

Patient Eligibility

- **Under age 12 / Grade 7:** only assessments are available.
- **Under age 18 without a legal custody agreement:** applies to children of separated parents.
- **Immediate family member already receiving services:** this includes siblings, spouses/partners, and parents. This helps avoid multiple relationships and confidentiality concerns under professional standards.
- **Assessment requested:** counselling is different from assessment services (e.g., ADHD, anxiety). Please inquire if you are seeking an assessment.

Additional Policies for Patients Under 18

- **Ages 12–13:** parent sessions are required before the adolescent begins and after every two adolescent sessions.
- **Ages 14–17:** sessions are individual; parent sessions do not occur.
- **Legal custody agreement:** both custodial parents must provide consent, along with a copy of the custody/separation agreement.
- **Parenting sessions:** available for parents who do not wish for their child to participate in therapy. Sessions may be with one parent or both parents.

Cancellation Policy

- Please provide at least **24 hours' notice** when cancelling.
- Appointments cancelled with less than 24 hours' notice are charged.
- A **no-show** includes arriving more than 15 minutes after the scheduled appointment time.
- Exceptions may be made when a client is ill, experiencing symptoms of illness, or in an emergency.

A Note About This Document

- This document is for information purposes only.
- It is not the intake form you complete.
- If you choose to book, an electronic Intake Form will be emailed to you before your first session.