



Creative Therapy Health Services
136 Moore Ave. South
Waterloo, ON N2J 1X5

Welcome and Informed Consent Form Online Therapy

INTRODUCTION

As part of your continuing therapeutic relationship with your Creative Therapy Health Services therapist, and due to the inability to physically attend therapy at Creative Therapy Health Services location in Waterloo, you and your therapist have decided to utilize online therapy. Before we can proceed with online therapy, the following must be understood:

CONFIDENTIALITY

The therapy process is confidential. Your therapist will not release any information regarding you or your counselling without your written consent. This confidentiality is limited by legal and ethical requirements.

Creative Therapy will maintain a file containing pertinent information regarding your counselling in a confidential manner. The file will contain the Initial Intake form, summaries of each session, any consent forms and any other relevant information. After completion of your therapy, these files are kept for 10 years. After this period of time, the contents of your file are destroyed. This is your information and you are free to request copies at any time.

RISKS OF ONLINE THERAPY

As a client, you should be aware that there are some limitations and risks associated with online therapy. These include, but are not limited to:

Possible misunderstandings. With online therapy, body language is harder to observe so non-verbal cues may be difficult to discern. Sometimes the quality of the connection may be poor, choppy or inconsistent; or the location you are in when meeting with your therapist may cause distractions. Both therapist and client should stop and ask for clarification if you believe a misunderstanding has occurred. If the session connection is somehow lost, the THERAPIST will initiate re-connection. This is also why it is important that your therapist has a phone number where you can be reached.

Privacy/confidentiality. Creative Therapy Health Services only uses service providers that provide the highest possible security protection. Your personal information is encrypted and stored on a secure server in compliance with PIPEDA, HIPPA and HITECH guidelines. Before meeting with your therapist for the first time, you will be required to register and activate ZOOM and ensure your computer/tablet is capable of running the program. Therapists will NOT use platforms such as Facetime or Skype as they do not meet the standards for

privacy protection. The client is responsible to ensure the privacy of their own computer by creating passwords and keeping user ID's confidential as well as choosing a quiet, secure and private location for each therapy session.

ONLINE CONFIDENTIALITY

We will be using ZOOM as an online software to conduct therapeutic services. While ZOOM is PIPEDA, HIPPA and HITECH compliant, there are always risks in using online software. By signing this form, you acknowledge that you are aware that confidentiality *may* be breached through using online software, and waive Creative Therapy Health Services of responsibility in the event a breach occurs.

Payment:

Our Creative Therapy Fee Schedule is available at your request. We are able to bill directly for Motor Vehicle Accidents if there is an approved treatment plan. We are unable to directly bill any other extended health care providers. We ask you that pay for our services via e-transfer. Please send this e-transfer to sheri@creativeot.com. Invoices are issued following the session. After payment is processed, we issue an invoice marked paid for your records.

Creative Therapy Health Services Signature: _____

Date: _____

Client Signature: _____

Date: _____