

## Camosun College Counselling Services – Consent for Services

***This version is available on the Camosun Website for students to review prior to engaging in service or to reference after they have completed it via our online forms. If you engage with services in our department, a copy of this with your digital signature will be a part of your file.***

**Confidentiality:** Personal information that you share with your counsellor is considered confidential. Your counsellor will collect and use this information only for the purposes of delivering services to you, unless otherwise required or permitted by law. From time-to-time counsellors may need to consult with other college personnel about the services being provided to you. However, your information will be shared internally in confidence and only on a need-to-know basis. Except in the exceptional circumstances discussed below, your written permission will be sought before your personal information is shared with any persons outside the college.

In some circumstances, it may be necessary for us to share your personal information without your consent. Counsellors may need to take appropriate protective action, such as if you threaten physical harm to yourself, to another person, or if there is any indication of child abuse or neglect. Counsellors may also be required by law to make disclosures, such as where a court order or subpoena is issued or other laws exist that require disclosure. If you are currently under the age of 19, our duty to report will include a parent or guardian.

**Online Sessions:** Currently we deliver online counselling sessions through Microsoft Teams. This technology transmits information over the internet; we invite you to review Microsoft Teams Privacy, Security and Compliance for additional information about this optional service. While there are no guarantees that information transmitted over the internet is entirely free from risk, we have reasonable measures in place to support the security of information that our counsellors exchange with you over the internet. If you have questions about the online tools that we use for these purposes, please discuss them with your counsellor, and if you are concerned about data security then please discuss alternative arrangements for counselling services, such as communicating by phone.

We also rely on you to ensure that the information we exchange with you online is secure. You should ensure that you are participating in counselling sessions from a secure location, where you cannot be overheard by others. You should also ensure that any devices and the internet (WIFI) connection you use for these sessions are private and secure. You should also ensure that you keep appointment times and login passwords and credentials confidential.

Like other mobile applications, the telehealth applications we use to facilitate remote sessions may require that you open an account or provide certain personal information or privileges to access content on your phone or computer to function. Please make sure that you review the terms and conditions for such applications before agreeing to them. If you have concerns, please review them with your counsellor who may discuss with you whether alternative arrangements can be made.

Your counsellor will participate in your online sessions in private, and will inform you if any other person(s) can hear or see any part of the conversation before the session begins. We ask that you also inform your counsellor if you will be participating in online sessions with others within earshot.

Please also note that online sessions are not a perfect substitute for in-person counselling sessions. Some strategies may not be as effective, and we may not be able to respond to emergencies as quickly or effectively as would be the case of an in-person appointment. If you or someone else is in urgent need of assistance, please call 9-1-1.

**Keeping Appointments:** If an emergency arises or you are not able to attend a pre-booked appointment, please notify us at 370-3571 for Lansdowne appointments, and 370-4925 for Interurban appointments as soon as possible. At least 24 hours notice is preferred (Monday appointments cancelled by Friday).

**Feedback:** If you have any concerns about your counselling experience, please feel free to discuss them openly with your counsellor, the Chair of Counselling Services ([paetkaul@camosun.ca](mailto:paetkaul@camosun.ca)) or the Manager of Counselling and Student Wellness ([RobinsonL@camosun.ca](mailto:RobinsonL@camosun.ca) )

Many of our counsellors are affiliated with a professional body that has ethical standards and complaint processes that support quality service for you. You can see if your counsellor is member of a professional body by viewing the [“Meet the Counselling Team”](#) webpage.

A counsellor with a “RCC” designation is a Registered Clinical Counsellor with the BC Association of Clinical Counsellors and works with their [complaint process](#).

A counsellor with a “CCC” designation is a Canadian Certified Counsellor with the Canadian Counselling and Psychotherapy Association and works with their [complaint process](#).

A counsellor with a “R.Psych” designation is Registered Psychologist with the College of Psychologists of BC and works with their [complaint process](#).

**Emergency Contact:** On the online form you will be asked to share the name and contact number of your emergency contact. If you are currently under the age of 19 please provide the name of a parent or guardian. If you are over the age of 19 you are welcome to provide any emergency contact that would be helpful for you. You are welcome to discuss how and when this contact information would be used with your counsellor.

**Consent:** On the online form your agreement to these terms will be indicated by typing your initials.

*If there is a discrepancy between this copy and the one you signed online, the online version will be considered the accurate one.*