

SERVICE CONSENT

I understand and agree to the following terms of service:

- Moving Forward Family Services is a non-profit collaborative (minimal hierarchy, low expenses, dependent on support from community) created to address the emotional well-being of residents in an innovative manner (without funding, with an OPEN MANDATE)
- We are NOT FUNDED by any government ministry and thus rely on community to support our initiatives. Fees collected go right back into service delivery expenses
- That service is provided by highly trained Registered Clinical Counsellors, Counsellors with Masters Degrees in Counselling Psychology or Social Work, counselling Interns who are nearing completion of a Masters Degree in counselling psychology, social work or related discipline, or counsellors completing certificates or diplomas in related fields
- That all counsellors at Moving Forward Family Services Society are supervised by a trained and experienced Clinical Supervisor with a Masters Degree in counselling psychology, social work or related discipline
- That service fees are 'PAY WHAT YOU CAN' though there are minimum fees for clinical counsellors and free services are reserved for those with low/no income
- That other counselling options have been explored (public and private) and were not available (wait lists, affordability, etc.)
- That free services must be reviewed after 6 sessions with Supervisor, and Clients wishing to continue with free services may need to provide proof of low income. Any questions about policy this should be directed to Supervisor Gary Thandi at 778-321-3054
- That agency Privacy and Confidentiality Policies (which includes the limits to confidentiality) have been clearly explained to me
- That I will attend appointments on time and will make every effort, to advise the counsellor, at least 24 hours in advance, if I cannot make the appointment. Missed appointments may incur late fees/count towards 'free' sessions. Multiple misses may result in discontinuation of services
- That I may be asked to have your sessions recorded or be observed by a supervisor for the purpose of continuous self- development of our counsellors/social workers. You have the right to refuse this request if asked – and that this will not impact the services
- That I have the right to terminate service at any time.