



DOUGLAS COLLEGE COUNSELLING

PHONE INFORMATION & CONSENT TO COUNSEL FORM

Please read prior to your appointment

Counselling:

People often attend counselling because they want something to be different in their lives. At Douglas College, we offer short-term counselling for current students. In confidential counselling appointments, you will have the opportunity to explore your concerns and work collaboratively with the counsellor to reach your goals. Making changes can be hard work and may involve experiencing and dealing with challenging issues and feelings. However, through the counselling process, clients often report a greater sense of wellbeing, confidence, self-understanding, relief, and strength to deal with life's ups and downs.

Confidentiality:

We respect the concerns you may have about the privacy of the material that you share with your counsellor. This information will be held in the strictest confidence.

Exceptions to confidentiality are:

- By law, counsellors must report if you tell them of clear harm to self or others, so they may take measures to prevent this from happening.
- By law, counsellors must report instances of current child abuse.
- If a counsellor or their files are subpoenaed, they must disclose what is requested by the courts.
- If you provide signed consent to release information to third parties.

The college community works collaboratively to ensure the well-being of students:

- Your counsellor may consult with other Douglas College counsellors for the purpose of seeking supervision and resources.
- Key college personnel may also be consulted when there is potential risk to the individual or broader college community. Only relevant and necessary information would be shared.

Responsibilities as the client

- I am responsible for ensuring confidentiality by closing programs on my computer while on a phone session, planning ahead to minimize distractions, and not answering incoming calls or text messages while on the phone call.
- I also agree to be available five minutes prior to the scheduled phone session appointment (preferably in a quiet room alone with the door closed). Headphones may be used to increase privacy of session.
- I agree that I will not use this phone number in an emergency situation that needs immediate attention, whereby I am considering harming myself or someone else. If a life threatening crisis should occur, I agree to contact 911 or the 24 hour suicide hotline at 1-800-SUICIDE, or go to the nearest Emergency Room.
- I agree to read the PHONE INFORMATION & CONSENT TO COUNSEL FORM prior to starting phone counselling sessions.



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Counsellor Responsibilities:

- The counsellor will phone call the client at the scheduled appointment time.
- The counsellor will ensure to be alone in a private space.
- The counsellor will ensure all other distractions such as incoming phone calls, text messages, or distractions are eliminated during the phone counselling session.
- Technical problems may occur. If a call is disrupted, the counsellor will call back unless technical difficulties persist. In such cases, the session can be rescheduled via email.

Note:

In order to give all students the best help possible, it's important to be available five minutes before your scheduled appointment. If the counsellor cannot reach you after their first attempt, they will try to call you a second time. If they cannot reach you after their second attempt, you will need to re-book your appointment.

Please direct any questions or concerns to your counsellor.

Acknowledgement & Consent:

I have read and understood the above information and consent to working with the counsellor.

Client Name: _____ **Student #:** _____

Client Signature: _____ **Date:** _____

Emergency Contact Name: _____ **Emergency Phone #:** _____

Counsellor Initials: