



## *Relationship Repair, Maintenance & Tune-Up*

averycounselling.ca  
charlaine@averycounselling.ca

Tel: 604.724.7763 Fax: 604.514.0723  
5003-209th Street, Langley, B.C. V3A 5Y4

### **Avery Counselling Privacy & Terms of Reference**

#### **Your privacy is important:**

Whether using the Avery Counselling website, exchanging emails with Charlaïne, signing up for offers or being seen for counselling, protecting your privacy is very important. I do not send you emails, except when you have signed up for the on-line booking, offers, or in response to your enquiry, all which implies consent for sharing between us, since you initiated the contact.

#### **All emails are opt-in:**

At some point, you provided your email to me, either through responding to an offer, online scheduling, workshops, or you gave consent at our first intake meeting when we covered confidentiality and consent. Upon opt-in only information that is relevant to online communication (first and last name and email) are used. Receipts are emailed to you after your session. Be aware that emails are not a guaranteed secure way of sending information, so I urge you to be cautious in what you put into emails (to me or anyone else!)

**You can unsubscribe** from any email service to which you have previously consented by using the unsubscribe button on the communication or contacting me directly when there isn't one, [charlaine@averycounselling.ca](mailto:charlaine@averycounselling.ca) or 604-724-7763.

#### **I do not share your personal information with any other party except in the following situations:**

1. If you want me to share information with a doctor, lawyer, school, family member, etc. I would need a pre-signed consent to share. We can use theirs, or mine, as long as I receive a copy.
2. When there are safety concerns such as suicidal ideation; impaired driving, or child abuse I am required by professional and legal responsibilities to report appropriately.
3. Certain government agencies (WCB, ICBC, MCFD, court subpoena, coroner, public health) have pre-existing legislated rights to your information if I am providing services. Whenever possible, I get your consent for these, and let you know what has been shared.

#### **Cookies:**

I use Google and Facebook for tracking analytics on the functioning of my website and target audiences. They provide this by using cookies which track your online activity. You can opt out of this with your web browser security settings. They do not provide me with your names or addresses.

#### **Collection of Personal Information Online:**

I only collect the information necessary to contact you: name, email and for online scheduling a phone number. I never keep any of your financial information.

#### **Collection of Personal Information for the Purposes of Counselling:**

For counselling I gather information from you about many things in order to ensure I provide the best service possible. This is called a bio-psycho-social assessment. The information I gather has been established by accrediting bodies as necessary to understand your needs, make service plans and evaluate my services.

During intake, assessment and service I keep handwritten notes which are stored in my file regarding you in a cabinet in my office which is always locked when I am not in the office. If you ask me for a written letter or report it is password protected on my computer. On the rare occasion that I transport your personal information to a meeting, I use a locked briefcase.

**Access to your information:**

You can request access to any information I have about you at any time that is mutually available.

You can request photocopies, which cost \$0.25 per page. If you believe I have entered information that is incorrect, you can add a note to the file with your concerns.

**Disposal of your information:**

After 7 years from the last date of service I purge all files, shred and compost them. The only permanent record I keep is your first and last name, first and last date of service, number of sessions and date when the file was destroyed. This information will also be deleted, 5 years after I retire; or if I die, once my estate is settled.

**Office Privacy:**

Your personal privacy is important to me, so I always schedule a minimum of 15 minutes between clients. If there is an unavoidable overlap, I have screens in the waiting room you can use to protect your privacy.

Since my office is in my home, if you need to use the washroom, I clear the way of people prior to taking you upstairs.

**Parking Privacy**

My office is in a residential area, and the office parking is in the driveway. Please do not arrive more than 5 minutes early for an appointment so that previous clients have time to leave before you arrive. If you are early, please park at the green space just south east of the office. If you have concerns about being seen parking at my office, you can park a block away if you so desire.

**Website Terms of Use**

The information on this website or my workshops is provided for informational purposes only. These are my opinions based on my experience and research. I do not warrant any results of actions you take based on information I provide. Workshops and educational materials are not a substitute for medical or psychological assessment or treatment. If you have any serious personal health or mental wellness concerns, please contact your local health professional for proper assessment to address your needs. If you are in crisis you can call the 24-hour Fraser Valley Crisis Centre at 604-951-8855 or 1-877-820-7444.

**Complaints**

If you have any complaints about any information or services that I have provided to you. I am very open to feedback and will do my utmost to address your concerns. If we are unable to resolve your complaint, you may contact my professional regulating body, the B.C. Association of Clinical Counsellors at 1-800-909-6303 or Suite #204-780 Tolmie Street, Victoria, B.C. V8X 3W4