

**Family Service Saskatoon Video Counselling
Consent Form**

CONFIDENTIALITY – All information obtained by our agency regarding you and the services provided to you will be treated in a confidential manner. No information about you will be given to anyone without your written consent, unless required by law for the following reasons: a life is in danger; a child needs protection, when a court issues a subpoena. As a professional, your counsellor receives clinical supervision and peer consultation to maintain professional standards. In order to give you the best service, your counsellor may at times consult with other agency staff members about your case.

PROGRAM – The Video Counselling Program is completely voluntary, meaning it is your choice to participate. This program focuses on providing supports to you with you directing the help you receive. The goal of this program is to work together to improve your overall wellness.

LEGAL PROCEEDINGS - The agency does not act as witness or give evidence or prepare reports in civil or legal proceedings on behalf of clients of Family Service Saskatoon (e.g. medial leaves, grievances, divorce, separation or child custody actions).

CLIENT RIGHTS AND RESPONSIBILITIES – You have the right to be treated with dignity and respect and to receive services that are suitable to you, in a culturally sensitive environment. You have the right to take part in decisions about your service. You have the right to refuse additional support that is offered to you and it will not affect your right to access services. You have the responsibility to be involved in developing your service plan and to tell program staff if you do not understand or agree with the plan.

GRIEVANCE - If you have concerns or complaints about the service you receive, we ask that you first address the issue with your counsellor. If the issue is not resolved to your satisfaction, you may direct your concerns to the Director of Programs of Family Service Saskatoon or the Executive Director. A verbal or written response will be given to you within an appropriate time. A copy of the complaint policy can be found on our website in the Counselling Information Brochure.

VIDEO COUNSELLING

- Your counsellor will be available by video only at the time of your scheduled appointment
- There are limits to the service we can offer by video, which may include limited access to your files
- We guarantee this video session will not be recorded by FSS counsellor
- We ask that you do your best to ensure that you are alone during the video session
- You agree to do your best to ensure that you are alone during the video session
- If disconnected during the video, or you are interrupted thereby requiring you to stop and re-schedule session, you and your counsellor will arrange to reconnect with each other
- By signing the consent to service, you are agreeing that you will not record or publish any part of this counselling session

CONSENT: I have read and understand my rights and responsibilities as outlined in this document. I wish to participate in the Family Service Saskatoon Video Counselling Program.

Individual (Print): _____

Counsellor: _____

Individual (Signature): _____

Date: _____