



STATEMENT OF UNDERSTANDING

CONFIDENTIALITY

The professional services offered through our associates, unless otherwise noted, are confidential. Generally your professional service provider will not release information about you to anyone without your written consent. However, the following are limits to this confidentiality when written consent is not necessary:

- If necessary, for the purposes of supervision or peer consultation, we may consult with the director, case manager, or another professional.
- If we receive information that suggests a real or possible threat to any person's life or safety.
- If we suspect that a child may be at risk for harm, he/she would be obligated to report that information to the police or child welfare authorities under The Child and Family Services Act. This includes children either in your care or any other person's care.
- If we receive a subpoena compelling us to release your records or speak about you in court.

Privacy Policy: Please see copy of this on our website www.pccs.ca or request a copy from info@pccs.ca. Your file is kept for a minimum of 7 years, or for a minimum of seven years past the age of eighteen (18).

OTHER ISSUES

Counselling and perhaps other services you are seeking can elicit feelings like sadness or anger, particularly when discussing issues that have been troubling you for some time. Please discuss these troubling thoughts/feelings you may experience during sessions so that we can assist you and determine if other services are warranted. In a confidential environment with a professional you have the opportunity to work through issues. While it may be possible to work through issues on your own, a professional can significantly advance the process. You can withdraw from your service at any time, however, if we have a major concern with regard to your decision to do so (e.g. you are distraught), we will discuss it with you or contact emergency persons/services.

PLEASE NOTE WE ARE NOT A CRISIS SERVICE. IF YOU NEED URGENT HELP CALL 911, YOUR DOCTOR, OR GO TO THE NEAREST HOSPITAL.

Your professional at PCCS is an independent self-employed professional associate of PCCS. PCCS is a referral source and administration provider for the professional associate only. PCCS is in no manner responsible/liable for any of the professionals or their work. If you have any concerns about the service, please review your concerns with your professional first and if need be contact the director of PCCS at info@pccs.ca.

For more information go to <https://www.pccs.ca>