

## Confidentiality

The Counselling Department adheres to professional standards of ethics and confidentiality. What you say to a counsellor will not normally be shared with anyone outside the department without your authorization. However, there are a few exceptional circumstances where a counsellor may be required by law to disclose information about you. They include the following:

- If a counsellor believes you present an imminent danger to yourself or others;
- If the life or safety of a third person is endangered;
- If there is an indication that a minor (under the age of 19) is being abused (sexually or physically) or neglected;
- If disclosure of information is made necessary for legal proceedings.

In addition, a counsellor may occasionally consult with another counsellor in the department regarding a client's concerns.

**Phone and Video therapy** has the same purpose or intention as therapy sessions that are conducted in person. However, due to the nature of the technology used, phone and video therapy may be experienced somewhat differently than face-to-face treatment sessions.

### **Regarding Privacy**

There is a risk of being overheard by anyone nearby if the session is not taken place in a private room. It is important that you are familiar with the equipment you will be using and arrange a location with sufficient privacy that is free from distractions or intrusions during therapy session. Phone and video therapy sessions are NOT recorded to ensure your confidentiality. The transmission of the information could be disrupted or distorted by technical failures; the transmission of information could be interrupted by unauthorized persons. In the event of a technology failure, contact via email is a backup step.

If there is an emergency situation and the session gets disconnected, please call 911 or proceed to the nearest hospital emergency room for help. The BC crisis centre line is 604 872 3311.

Please share with your counsellor any questions or concerns you have regarding confidentiality.