

## **Consent for Treatment and Limits of Liability**

Welcome to The Lighthouse Counselling. Please take time to read through this informed consent form to understand some information about the counselling and psychotherapy services provided. The purpose of this form is to share some important guidelines to manage your expectations before the start of our services and for us to manage the treatment process together. We reserve the right to change these terms and conditions at any time without prior notice. In the event that any changes are made, the revised terms and conditions shall be posted on our website <https://www.tlhcounselling.com/forms> immediately. Please check the latest information posted to inform yourself of any changes.

### **1. Your Privacy and Confidentiality**

The laws and ethical standards require us to keep a copy of the client record. A client intake questionnaire will be requested from you during your journey with us. This file is private and confidential and we will take all reasonable measures to protect your privacy. Our staff may look at your intake questionnaire to help determine your level of need and has access only to your name, phone number, and email address for the purposes of booking appointments. This person does not read your case notes. Only your dedicated therapist is allowed to possess your case notes and will respect your privacy and integrity.

All information shared by you during the therapy session is confidential and will not be revealed to any other person or agency without your written permission with the following exceptions:

- Duty to warn

If you intend to take harmful, dangerous, or criminal action against another human being, or against yourself, it is the therapist's duty to immediately warn the appropriate individuals or agencies of such intentions. In addition, any actual or suspected acts of

child, elder, or vulnerable person abuse (including physical abuse, sexual abuse, unlawful sexual intercourse, neglect, emotional and psychological abuse) will be reported to the appropriate agencies (e.g. police) by the therapist.

- Court Subpoenas

When lawyers believe that a client's therapist may have valuable information for their case, they will subpoena her/his notes, records, and in some instances, even the therapist themselves. In general, once a subpoena is served, it must be obeyed.

- Consultation

Information about you may be discussed in confidence, without revealing your identity, with other counselling professionals and / or supervisors for the purpose of consultation and providing you with the best possible service.

- Rights of the Minor

If you are under the age of 21, your parents (or legal guardian) have the right to examine your treatment records. Before giving them any information, your therapist will discuss the matter with you, and do his / her best to handle any objections you may have. It is important for you to understand that your therapist will provide a summary report written in your best interests.

## **2. Therapy Sessions**

Please understand that the counselling and psychotherapy services are not offered as a substitute for clinical mental health care or medical care and are not intended to diagnose, treat or cure any mental health or medical conditions. You should also understand that our therapists are not acting as medical professionals. You will also understand that all comments and ideas offered by a therapist are solely for the purpose of aiding you in achieving your defined goals in order to improve or enhance your mental wellbeing or mental maintenance. You hereby waive and discharge your therapist from every claim, demand or right to compensation for damages claimed or that you may have arising out of your own acts or omissions or acts and omissions of your therapist as a result of any advice given otherwise resulting from the therapeutic relationship contemplated by this agreement.

You will have the right to ask questions about anything that happens during the therapy session. Your therapist will be willing to discuss with you. It is also your right to leave the therapy session at any time should you be uncomfortable. During your session with your therapist, he / she may arrange with you for your next session. In order to be effective, some therapy may need to take place on a regular basis. The best results occur when appointments are consistently scheduled and regularly attended. The Lighthouse Counselling and your therapist reserve the right to refuse access to the counselling or psychotherapy service.

- Late Arrivals

Please be on time for your appointment. As a courtesy to the client who has booked the next appointment, your session will still end at the original scheduled time. We may have to reschedule if you are more than 15 minutes late.

- Cancelled / Missed / No-Show

If you need to cancel or reschedule an appointment, please notify your therapist at least 48 hours prior to your scheduled time so we may be able to offer your appointment to someone else. If you fail to cancel or reschedule an appointment, we cannot use this time for another client and you will be billed for the entire cost of your missed appointment.

### **3. Online Therapy Sessions**

As online sessions are technical in nature and problems with the internet may occur. If something beyond control disrupts the connectivity of the session, our therapist will immediately try to reconnect the sessions online with you. If the session is repeatedly unsuccessful for 15 minutes, the session will be rescheduled.

No Video recording will be conducted at any time. As online sessions utilise the internet for transmission of information, while we will take all reasonable measures to protect your confidentiality, we are unable to guarantee confidentiality in the event of any data breach that is not within our control.

#### **4. Personal Data**

By giving your consent, you consent to the use of your personal data provided to The Lighthouse Counselling for the specified purposes of sending you The Lighthouse Counselling announcements and any other communications on matters pertaining to events and services related to us.

#### **5. Emergencies**

Please note that the client intake questionnaire is not meant to address crisis situations as we may not be able to attend to your enquiry immediately. If you are facing a mental health crisis, or if you have an emergency between sessions, please contact your family doctor, the nearest hospital, Institute of Mental Health hotline (6389 2222), Samaritans Of Singapore (SOS) (1800 221 4444), or 995. Do inform us immediately during our next working day.

#### **Acknowledgement and Consent**

By signing this consent form / submitting the enclosed google form, I agree and accept the terms stated herewith. I also understand the above assumption of risk and limits of confidentiality and understand their meanings of ramification.