



What do I do?

Psychotherapy involves:

- 1) creating a confidential relationship between a client and a therapist (please see "confidentiality" below, for more information)
- 2) talking about the client's environment, life story, relationships, thoughts, emotions, behaviors, well-being, and/or mental health
- 3) working together to create goals and work towards enhancing the client's ability to lead the life they deeply want.

I work with individuals and families. I use many different therapeutic modalities, which I will bring to you in an individually tailored, integrated, way. I will tell you more during our first visit, or you can consult my website at michellecru.com under "services" for more information. Please ask me any questions or comments you have regarding my practice, my policies, or this form.

What can you expect from me?

- I follow all laws and practice standards, including federal Canadian laws, provincial Ontarian laws, and the regulations stipulated by my regulatory body: the College of Regulated Psychotherapists of Ontario (CRPO). This includes privacy regulations such as the Personal Information Protection and Electronic Documents Act (PIPEDA) and the Personal Health Information Protection Act (PHIPA). Please see "confidentiality" below, for more information
- CRPO holds all registered psychotherapists accountable for the quality of the service that they deliver, from continuing education to professional demeanor, ethical conduct, documentation, and business practices. - I am insured to provide services to clients when they are abroad. However, I have to follow any laws and regulations where you are too. This means I may be unable to provide services if you are in locations requiring me to be registered and/or certified locally (e.g., Quebec).
- To respect your wish to end therapy at any time or end your consent for me to talk to other professionals. Unless this situation occurs, I will engage in ongoing, collaborative discussions with you about how we start, maintain, and end therapy.
- To respect YOU as the expert on you.

What can I expect from you?

- The most important part of therapy is to show up. It's okay to come to the session feeling chatty, quiet, happy, sad, angry, anxious, etc. Don't worry about performing for me!
- Please do attend the sessions we have booked and arrive on time. Sessions can be canceled with 24 hours notice (see cancellation policy below), but advanced notice is preferred when possible. If we have a session booked, I do not see you, and I do not hear from you, I consider the session a no-show after 15 minutes.



- If possible, find a quiet, secure location to engage in our session and use any means accessible to you to maintain privacy on your end, such as headphones or playing music/white noise in the background.
- To respect my boundaries around physical safety and privacy as well. I am fully receptive to deep and difficult emotions, but I reserve the right to end therapy and refer a client out if I have reason to believe my physical safety or privacy is at risk.
- To be aware that receiving therapy does not alter the client's responsibility for personal actions. This means the therapist is not held liable or responsible for actions or adverse situations created as a direct or indirect result of actions taken by the client during or after the termination of therapy.

For fees and payment, please see the "fees and payment" section below.

Appointment Information

- Free 15-minute meet and greets are offered once for each client, as a first visit. The purpose of these sessions is to engage in Q&A, assess our fit to work together, and get to know each other. Therapy is not engaged in during these phone or videoconferencing calls.
- Sessions are typically 50 minutes in length unless otherwise discussed in advance. - Sessions are by appointment only - i.e., I do not currently offer crisis care - please ask me or see my website at michellecru.com for a list of crisis resources available to you in addition to the emergency department or 911.
- If an appointment is started late due to the client being late, it will end at the scheduled time.
- However, if an appointment is started late due to the therapist being late, it will either be extended or pro-rated.

Fees and Payments

- Initial 15-minute meet and greets are free.
- Individual therapy rate: 180.80, including HST.
- Family therapy rate (more than one participant): 197.75, including HST.
- Wrap-around services are billed in 15-minute increments, at the same hourly rate as individual sessions.
- Unless otherwise agreed upon, payment is collected on the same day at the session, after the end of its scheduled time.
- Late cancellations and no-shows are charged at half of the applicable session rate.
- Receipts are then emailed to clients and can be submitted to insurance, as applicable

Remote/Virtual Therapy Information

All therapy that is not delivered in person involves the use of electronic communications, sometimes by phone and sometimes on secured platforms with live video and audio.



The services delivered are nearly identical to in-person services, as they also include consultation, assessment, and psychotherapeutic interventions. However, they are often not appropriate for crisis service. If you go into crisis, we would make an alternate plan to ensure your safety, and we could then reconnect at a later time. You can, of course, go to the nearest ER or call 911 if in crisis, as well as refer to the crisis services documents on my website.

Please note that all steps that can be taken to ensure privacy/confidentiality, and reliability have been taken on my end (e.g., end-to-end encryption, password protection, waiting rooms, and settings that prevent recordings or session storage). However, due to the nature of electronic communications, both reliability and privacy/confidentiality can not be 100 percent guaranteed.

If our video or phone call is dropped, I will stay on the videoconferencing platform for 15 minutes and also, try to contact you by phone and email.

Confidentiality

Everything we discuss remains confidential unless 1) You sign a release for me to share information with a third-party (e.g., your family doctor or another caring professional), or 2) I have to break confidentiality by law.

Limits to confidentiality:

- If anyone under the age of 16 is being harmed or at risk of being harmed – I have to report this to the local Children’s Aid Society.
- If another healthcare professional has engaged in sexual abuse – I have to report it to their professional/regulatory college.
- If you tell me you or anyone else is at risk of being physically harmed – I have to intervene to keep you or them safe (can include calling an ambulance, a family member, the police, etc.).
- If you are ever involved in a court case, I can receive a subpoena or court order for your records. I will do my best to keep as much information as possible confidential, but I may not be able to in some cases.
- In addition, I may be required to provide access to my information to auditors representing the College of Registered Psychotherapists of Ontario. According to the requirements of the college, my clinical file will be kept in a secure location for a minimum of 10 years, after the last date of contact, or 10 years after the youngest child’s eighteenth birthday.

Cancellation policy

Your appointment time is reserved just for you. A late cancellation or missed visit prevents clients from accessing the help they need. As such, I require 24 hours' notice for any cancellations or changes to your appointment. Clients who provide less than 24 hours' notice, or miss their appointment, will be charged a cancellation fee to the card on file.



Consent to Service

I acknowledge that I have read and understood the above information and that I can ask for clarification at any time. I also give consent to Michelle Cru to deliver therapeutic services including but not limited to consultation, assessment, and treatment, to me/us.

If I am signing this form for my child, I declare that my child is aware of their meeting with Michelle Cru and the key points of this agreement (e.g., confidentiality and the right to withdraw consent). Finally, I agree to pay all fees associated with services provided by Michelle Cru, in line with this agreement.