

About Thrive Counselling

- We partner with you to manage life's challenges.
- Thrive Counselling is a non-profit community organization governed by a volunteer community Board of Directors. We have been serving the Halton community since 1954.
- Our professional counsellors offer services to individuals, around a wide variety of issues.
- Our counsellors have obtained a Master of Social Work degree or equivalent, and are supervised by clinicians with many years' experience.
- We are committed to removing barriers and making our programs and services accessible to all members of our community.
- Thrive is committed to inclusivity and diversity. Thrive provides and upholds a safe and respectful environment for clients, staff, and the community.
- Thrive's Accessibility Policy is available to view on our website and can be provided at your request. Feedback regarding accessibility can be provided to the agency on our Client Accessibility Feedback Form available on our website.
- Thrive believes that violence and abuse are never acceptable. We are committed to making it possible for individuals, to speak about these issues, to deal with past experiences and to prevent future harm. Questions about possible abuse are asked at intake and within counselling sessions.

Client Rights

- Thrive is committed to ensuring that our services are free from discrimination and respond to the diversity within people's lives, including being aware of the impact of societal views about family, sexualities, genders, age, class and cultural background.

- You have the right to be treated with respect and dignity at all times.
- You have the right to decide what to discuss with your counsellor, and know their qualifications.
- You have the right to ask questions.
- You have the right to a safe and secure environment.
- You have the right to end counselling at any time.
- You have the right to know about any policies or procedures that may effect your counselling. Just ask!

Hours and Location

- Thrive has physical offices in Burlington, Oakville, Milton and Georgetown, currently all closed to the public.
- Office hours vary according to location and Therapist's availability.
- You can book an appointment by calling either of our main locations: Oakville 905-845-3811
Burlington 905-637-5256.

Your Counselling

- Our counselling is usually short-term, goal-oriented, and geared to your needs. You and your counsellor will work toward the goals established in your work together, typically clients are able to work within our 10-session model. Sessions are generally 50 minutes in length.
- Your counsellor will help you explore your situation, gain increased understanding and help you find solutions. They can discuss what to expect from counselling including an estimate of how much time it might take, what is involved, how to make the best use of your sessions, any discomfort you may face, and the kind of changes you may experience.

- It is helpful if you:
 - *are prepared for the session, knowing what you want to talk about.
 - *complete the Client Satisfaction Survey/Outcome Measure.

Confidentiality

- Your information is strictly confidential. However, we are required by law to report actual or suspected child abuse or neglect, or imminent danger to self or others.
- Administrative staff have access to your file for the purpose of invoicing, and file management. Access to your file will at times be required for supervision and continuity of service.
- Except as noted above, no information about you can be given to anyone without a release of information signed by you for communication to that specific service or person.
- Email, texts, instant messages and other forms of e-communications are not appropriate methods to address crises. These communications are not immediately monitored and can become part of your clinical file
- Our Privacy Policy is available to view on our website and can be provided at your request.

Your Record

- Our counsellors keep written records of their sessions. When physical office are open, you may request to see the file. An appointment will be arranged for you to review your file, in our office, with a staff member present. Once our file is written, we cannot change it. However, if you disagree with information in the file, or find that the information is not correct, you may provide us with a written correction that will be added to the file. Our records are kept for 10 years then destroyed, as per our policies. Please note that you are not entitled to review information concerning a family member's counselling.

Fees

- Depending on the service or program we provide you with, a fee may or may not be charged.
- If a fee is charged, it is based on family size and income.
- Special circumstances are taken into consideration.
- If you have a Family Services Employee Assistance Program, your fee is covered.
- The Violence Against Women Program is offered at no charge.

Cancelling Appointments

- 24 hours' notice is required to cancel an appointment. A cancellation fee of up to half the appointment cost may be charged for late cancellations or missed appointments.

Letters and/or Summary Reports

- Thrive will provide a letter of verification of attendance and/or a summary letter of counselling services received.
- Summary/verification letters are not intended to be used in legal proceedings i.e. child custody, domestic violence, child welfare or issues with employers. We will not provide reports for court that are intended to reduce the penalty imposed for a crime that has been committed.
- Please let your counsellor know if you require a verification letter/summary.
- Fees for letters or Summary Reports are based on the preparation time required to produce the report.

Suggestions/Feedback/Complaints

- We welcome your feedback about the service you received at Thrive Counselling.
- If you have a suggestion on how we can make our service better, we would like to hear from you, and any suggestions can be given to your Therapist. Feedback can also be provided through a Client Satisfaction Survey or on our agency website.
- The data received is used to help us maintain our standard of excellence. It is also used to evaluate, enhance and further develop our services.
- If an aspect of the service you received is a problem, please go to the agency website for a copy of our Complaint Procedure.
- Every effort will be made to fully address your concern.

Accredited by:
Canadian Centre for Accreditation



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www.thrivecounselling.org

Thrive Counselling



**Your Guide to
Our Services**