

## **Policies and Procedures**

Upon scheduling your first session, you will need to complete intake and consent forms, which are then stored as electronic medical records in Jane Telehealth. Once submitted, these forms are automatically uploaded into your client chart, safeguarded by encryption. In our initial session, we will review policies and procedures together; however, I encourage you to review them before our meeting for optimal preparation.

### **Sessions**

Unless specified otherwise, sessions are 50 minutes in length, allowing for 10 minutes at the end for administrative tasks.

During your initial session, we will cover expectations, consent, scheduling, and fees. We will spend the majority of our time exploring the challenges you are experiencing and understanding your reasons for seeking therapy. By the end of this session, we will have set goals for our work together, discussed what future sessions will entail, and determined the recommended number of sessions to start. This will also be your opportunity to ask any questions you may have.

### **Payments/Fees**

#### **Individual Sessions:**

The cost of each individual psychotherapy session is \$160 CAD.

Services are not funded by Provincial Health or social assistance/disability plans.

Unless otherwise arranged, payment is due prior to the commencement of each session. A receipt will be issued upon completion of the session and confirmation of payment. \*Please be aware that I currently accept payments exclusively through Interac e-Transfer.

For security purposes, you are still required to provide a valid credit card to keep on your file. Your credit card will only be charged if there are outstanding fees.

Direct billing services are not provided. Upon receipt of service, you are responsible for submitting your paid receipt to your insurer for reimbursement. You must verify coverage for the services rendered. Please be advised that fees remain due irrespective of insurance coverage.

#### **Letters and Forms:**

Requests for letters of accommodation, academic support, exemptions, and other related documentation are common. For existing clients, I offer the provision of a letter of support. However, please note that this letter is only available after the completion of a minimum of six psychotherapy sessions spanning at least eight weeks (2 months).

The fee for preparing and releasing a supportive letter is equivalent to one session of therapy. The letter will be released when the fee for the letter and all outstanding fees are paid in full.

## **Cancellations/No Show's/Late Arrivals**

### **Cancellation / Missed Session Policy:**

Your appointment time is specifically reserved for you. A late cancellation or missed visit creates an empty window in the day that could have been utilized by another client. Therefore, I kindly request a minimum of 24 hours' notice for any cancellation or appointment rescheduling.

### **Late Arrivals:**

In the event of a late arrival, Nina Kovacic, RSW will wait online for up to 15 minutes. However, if this period is exceeded, the session will be considered missed and will require rescheduling.

Please be advised that late cancellations, no shows, and missed sessions will incur a full-session fee (\$160 CAD), which will be charged to the card on file.