Counselling Consent

Mark Power, R.ACTA
Counsellor and Mental Health Practitioner | ACTA #1726

How We Work Together

I offer person-centred, trauma-informed counselling shaped by goals you identify. Together, we explore your experience to help you understand yourself and put insight into practice. We may use guided discovery, reflection and skills from Cognitive Behavioural Therapy (CBT) and Dialectical Behaviour Therapy (DBT).

You can pause, disagree, decline an exercise or stop counselling. You remain welcome and respected. We can discuss other approaches or practitioners. Our relationship remains professional, with clear boundaries.

Counselling may improve understanding, coping and relationships. Painful feelings, memories or relationship changes may arise. We can adjust our pace and review progress from your perspective. Outcomes are not guaranteed.

Sessions and Fees

Sessions are up to two hours and cost $220, payable the same day. Sliding-scale rates are available by agreement. Pay in person, by e-transfer to wonder@love-well.ca or request a card payment link.

Please give 24 hours' notice to cancel. Late cancellations or missed appointments cost $95; the first is waived. No fee applies for sudden illness, emergencies, unsafe travel or circumstances reasonably outside your control. Please discuss financial hardship with me.

If I cancel, I will offer another appointment or refund advance payment. Insurance coverage and direct billing are not guaranteed; insurer disclosures are discussed first.

Privacy, Trust and Safety

Sharing personal experiences takes trust. I treat your vulnerability and information with care, tact and discretion, during counselling and afterwards. I share only what is necessary and explain disclosures beforehand whenever lawful and safe.

For a serious, immediate risk of suicide or harm to others, I may contact emergency services, your emergency contact or a person at risk without permission, including after you leave a session.

Other confidentiality limits include child protection, abuse covered by Alberta's Protection for Persons in Care law and legally required disclosures, including court orders. Professional duties may require reporting sexual abuse or misconduct by a regulated health professional.

I may seek professional consultation without identifying you. Identifying disclosures require your permission or a lawful exception.

Your Records

I keep relevant notes, consent, communications and care plans. Paper records are kept in a locked filing cabinet in my office. Electronic records are kept in a locked folder on my devices, with iCloud or external-drive backups. I handle records and backups with care, tact and discretion. Access is limited to me and people authorized for care or record management, subject to confidentiality limits.

Records are kept for 10 years after the last service; for minors, until age 20 or 10 years after the last service, whichever is later. Longer obligations may apply. Records are securely destroyed when no longer required.

Following ACTA's published standard, records involving disclosed sexual abuse or assault are kept for your lifetime. This preserves information potentially useful for later care or legal matters; it does not authorize disclosure.

You may request access or correction, subject to legal limits.

Online Forms

Our online form provider stores submissions outside Canada. Contact Mark for questions or written privacy practices, including overseas processing.

Within 30 days of receipt, I verify the clinical copy and remove unnecessary active online duplicates, except copies needed for legal obligations. Deleted forms may remain recoverable for 180 days; provider backups follow separate retention rules.

Online Sessions and Messages

FaceTime or Zoom details arrive separately by email or text. We discuss privacy risks, your location, connection failure and urgent-help arrangements. Use a private space where possible. Recording requires mutual written agreement.

Avoid sensitive details in routine messages. Messages and forms are not monitored continuously. In immediate danger, call 911 or local emergency services.

Research and AI

I may use online research and AI to explore counselling resources, without information which could identify you. I check accuracy and remain responsible for your care. This consent does not authorize uploading clinical records or session recordings to AI.

Continued Care and Your Records

You may request a copy of your records, subject to legal limits, and choose another practitioner at any time. If a planned absence or closure interrupts counselling, I will discuss continued support and record access with you.

Mutual Respect and Safety

Strong emotions, distress, and disagreement are welcome during sessions. You are not required to arrive calm or composed. We share the responsibility for keeping sessions respectful and free from threats, intimidation, or harm. This creates the conditions for honest conversation and meaningful work, while also showing consideration for others who share the premises. If safety becomes a concern, I may pause or end a session and discuss appropriate next steps with you.

Your Consent

Consent covers agreed services for up to 24 months, then requires renewal. We review it sooner if services, risks or circumstances change, or after a substantial break. You may withdraw anytime; required record retention continues.

Questions and Agreement

I look forward to working together. Counselling is an invitation, not an obligation, and I will hold your experience with care, respect, and discretion as we explore what matters to you. Please feel free to ask any questions before we begin.

Mark Power: mark.power@love-well.ca | 780.233.9999

Professional concerns: Association of Counselling Therapy of Alberta (ACTA), registrar@acta-alberta.ca.

- [ ] I understand the services, benefits, risks, alternatives, fees and consent period. My questions are answered. I freely agree to counselling and may withdraw consent.
- [ ] I understand the confidentiality limits and record arrangements explained above.
- [ ] I agree to online sessions when arranged (optional).

Client Full Name / Electronic Acknowledgement

Date (YYYY-MM-DD)

A typed name records acknowledgement; it does not independently verify identity.

Counsellor: I reviewed this agreement with the client and confirmed understanding and voluntary consent.

Mark Power: _____ Date: _____