



Policy Statement

Welcome to the practice of Dr. Terry McQuaid. The information below provides details regarding policies and procedures related to Psychological Services in private practice. Please read this information and sign at the bottom of page two as an acknowledgment that you have done so.

Service

I limit my service to: (a) assessment and treatment of adults with behavioural and emotional difficulties, (b) general psychotherapy with adults, couples or groups, (c) individuals or groups experiencing work-related struggles, (d) trauma therapy with survivors of traumatic experiences, (e) clients with physical health-related difficulties where psychotherapy may be useful and (f) stress or anxiety management. In situations where it is important to understand a situation and thus to the client's progress, additional family members or significant other(s) may join one or more sessions. Beginning March 2020, psychological services and digital health may be offered in-person or in a virtual care environment as appropriate to the service delivery request. Clients may be referred to another service or clinician where virtual services have been determined not to be appropriate for this practice.

Counselling and psychotherapy should be tailored to the client, thus, my first task is to assess what, if any, treatment is likely to be of benefit, and whether I can offer that assistance. One or two initial interviews are aimed at understanding the difficulty and may include the use of questionnaires or other assessment instruments. Following the assessment, I will explain what therapy may do for you, and what time frame you may expect in reaching your goals. Typically, I evaluate the work with clients at the end of five session blocks, to discuss progress and whether further work would be of benefit.

It is my policy to work within my training and competence, and thus, my knowledge of and relationships with community resources will be used to direct clients to appropriate resources of additional or alternative help. It may be important to rule out a medical basis for a difficulty, and clients may be asked to see their family physician, or other specialist, when treatment may benefit from a particular expertise. I am pleased to facilitate a referral to another mental health professional for any client who so wishes, for whatever reason, following a discussion that allows both client and counsellor to understand the appropriate basis for the referral. I encourage you to raise any concerns or questions you may have.

Virtual Care

Protecting the security and privacy of client data is the top priority for my practice. All information is collected, used, and disclosed in accordance with privacy legislation, such as the Personal Health Information Protection Act ("PHIPA"), 2004. More information on PHIPA, 2004 can be found [here](#).

Video counselling services are only provided via an encrypted Skype or Zoom link that is sent directly from the therapist's email to you as an invitation to join a locked session. The locked session is an invitation from the therapist to you, as the client requesting virtual care, and is between you and myself, the therapist who has agreed to provide this support.

Confidentiality

Everything we discuss is confidential and will not be shared with anyone without your prior knowledge and written permission except where required by law. The latter circumstances refer to situations where: (a) a client presents with sufficient concern for intent to harm self or other; (b) there exists significant risk for or knowledge of child abuse or neglect; (c) a client reports sexual abuse on the part of a regulated health care professional; or (d) the court provides a subpoena. You must certainly know when the possibility of legal or civil action exists, or if court procedures are pending or ongoing and should inform me in these situation

Fees and Payment

Treatment fees are \$180.00 per hour, whether an individual, couple or family is involved. **Note:** For motor vehicle accident (MVA) and Workplace Insurance Board (WSIB) clients – the insurance company will be billed directly. The therapy “hour” typically involves fifty minutes of direct contact, with the remaining ten minutes used for consolidating notes at the end of the session. There is usually no charge for treatment planning outside of the session, brief consultative contacts with other professionals, typical telephone contacts, or other incidental involvement of the psychologist’s time. Should greater periods of time be required (i.e. a complete file review; providing a letter or report, meetings with other professionals), you will be advised of the costs in advance.

Payment is normally expected at the end of the session and is processed via a virtual payment system called Square using Visa, Mastercard or another credit method. For more information on the security of Square payment click [here](#): During in-person sessions it is possible to pay by cash or check. Payment is expected for any missed session, unless the appointment is cancelled 48 business hours (two full working, week days) in advance. If you are late for an appointment, we will meet for the remaining time, and you will be charged the full session fee.

It is my belief that psychotherapy will become one of your highest priorities and that the importance of our work will be reflected in your determination to attend sessions and to handle your account responsibility. The rules for attendance and payment are made to protect the therapeutic relationship, for without it therapy cannot occur. If payment now or in the future becomes a concern, please discuss with me. We can make arrangements to avoid service charges for late payment or more active efforts to secure overdue statements. In accordance with the fees and billing practice established by the Ontario Psychological Association, overdue accounts will be charged interest rates of 1.5% monthly. Fees are subject to change on an annual basis, as they reflect increased costs within the practice.

Many benefit packages offered by employers and some private insurance plans contain provisions to reimburse some or all of the fees incurred for psychological services. Inquire with your employee benefits office or insurance agent to determine the extent of coverage. In certain circumstances, fees not covered by insurance or benefits may be claimed as deductions on income taxes. If you have insurance or benefit coverage, I will issue or sign any documents required to obtain appropriate reimbursement.

Typically, an all-inclusive fee is charged for Psychological Assessments (intellectual, psychoeducational, achievement, trauma assessment, emotional-functioning, and personality assessments) with the exception of the initial consultation. Following this, all remaining work (i.e. assessment session, scoring, interpretation, report preparation and feedback session) will be included in the comprehensive fee. Since the fees vary according to the requirements of the individual situation, they will be discussed with you prior to starting the assessment. Exception to the service provided under the comprehensive fees are: additional feedback meetings; information sharing or representation meetings with third parties (such as insurance committees); related contact with other health-care professionals; and additional investigations or assessment procedures suggested by the results and findings of the methods used initially.

Consumer Protection

The practice of psychology is regulated by the College of Psychologists of Ontario, who are responsible for ensuring standards of ethical and professional practice. Inquires or complaints regarding a Psychologist’s practice should be directed to: The Registrar, The College of Psychologists of Ontario, Suite 201, 1246 Yonge Street, Toronto, Ontario, M4T 1W5, Phone (416) 961-8817, Fax (416) 961-2635.

What to do in a Psychological Emergency

Sometimes clients experience an emotional crisis that requires immediate attention. You may wish to call the office first to see if someone can answer your call. You should be aware that I also work outside of this office and may not be immediately available. I will try to return your call as soon as possible and accommodate an appointment on short notice. If you feel you cannot wait, or if it is outside office hours, you should contact your family physician or go to the Emergency Department of the nearest hospital.

My (our) signature(s) indicate that I (we) have read the Policy Statement, that my (our) questions have been answered, and that I (we) understand and accept the terms of involvement described within this document.

Signature_____

Date_____

Signature_____

Date_____