

Informed Consent

Confidentiality & Privacy



Changing Minds

The good life is a process, not a state of being.

Welcome to Changing Minds!

This document has been created to inform you about your privacy and confidentiality rights, and the limits, associated with engaging in online/phone counselling services with Dr. Heather Drummond, C.Psych. The online/phone counselling service may include the practice of psychotherapeutic support, goal setting, skills training, problem solving, and possible referrals to other helpful resources. Online counselling services will occur through interactive video, a secure video conferencing platform called Zoom, or through Owl Practice.

Both Zoom and Owl Practice data is hosted in Canadian servers. This means the collection and use of the Zoom and Owl Practice Software is in compliance with Canadian data protection regulations, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and, locally, the Personal Health Information Protection Act (PHIPA). These two pieces of legislation set rules for how regulated healthcare professionals must handle personal data in the course of providing psychotherapy. In order for Dr. Heather Drummond to provide you support through these online counselling platforms, you are asked to read the statements below and indicate your agreement by signing and returning this form or by replying to the email stating your consent to proceed.

I understand and agree to the following rights and conditions with respect to online counselling services:

1. I have the right to withhold or withdraw consent to the provision of services at any time.
2. To receive video counselling services, I must be an Ontario or Alberta resident, or physically located in those provinces.
3. Confidentiality: All information shared in counselling is confidential, with the following exceptions:

Dr. Heather Drummond is required to disclose confidential information to parties (which may include regulated health professionals, friends of clients, parents/guardians or caregivers, etc.) if any of the following conditions exist:

- You are an imminent danger to yourself or others
 - There is a threat to safety and welfare of a minor (Under 16 years of age).
 - Your file is subpoenaed as part of a court proceeding
 - You disclose inappropriate sexual contact by a regulated health care provider
4. **Risks:** there are risks and consequences from online/phone counselling services, including, but not limited to, the possibility that despite reasonable efforts on the part of the counsellor, the transmission of my personal information could be disrupted or distorted by technical failures, the transmission of my personal information could be interrupted by unauthorized persons, and/or the electronic storage of my personal information could be accessed by unauthorized persons.

Statement of Informed Consent

I have read, and fully understand, the information contained in this document. Any and all questions I have regarding the contents of this document have been answered to my satisfaction and I would like to proceed with individual counselling. I understand that I can continue to ask questions if needed.

If you agree, please check the “Terms and Conditions” box on your Owl Practice Intake Form.