



Informed Consent & Terms of Service

This section of the document outlines important information about counselling services. Please read it carefully and ask any questions before signing.

About Your Counsellor: I am registered as a Registered Clinical Counsellor (RCC) with the British Columbia Association of Clinical Counsellors (BCACC) and as a Clinical Psychologist with the Health Professions Council of South Africa (HPCSA). Psychological and counselling services are provided only in the jurisdictions in which I am legally authorized to practice.

Practice Contact Information

Cindy Strydom, RCC & Clinical Psychologist
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Nature of Counselling: Counselling is a collaborative process where we work together to better understand your concerns, identify your goals, and develop practical strategies to support meaningful change. I aim to provide compassionate, evidence-based counselling tailored to your individual needs. My approach is primarily Cognitive Behavioural Therapy (CBT), integrated with other evidence-based approaches and tailored to your individual needs. Therapy may involve exploring thoughts, emotions, behaviours, past experiences, and current life circumstances.

While counselling is often beneficial, progress can vary between individuals, and specific outcomes cannot be guaranteed. Your active participation, openness, and willingness to engage in the therapeutic process are important factors in achieving your goals. You are encouraged to ask questions at any time and may choose to pause or discontinue counselling whenever you wish.

Voluntary Participation: Your participation is voluntary. You may ask questions, decline any intervention, or end counselling at any time.

Benefits & Risks: Counselling can improve wellbeing, coping and relationships. At times, discussing difficult experiences may temporarily increase uncomfortable emotions.

Confidentiality: Information shared during counselling is kept confidential and protected in accordance with applicable privacy legislation and professional ethical standards.

Limits of Confidentiality: Confidentiality may be limited where required or permitted by law, including concerns about imminent risk of serious harm of self or others, child protection obligations, safety-concerned positions or where records are required by court order or other lawful authority.

Virtual Counselling: Virtual counselling is provided using a secure videoconferencing platform. While every reasonable effort is made to protect your privacy and confidentiality, no electronic communication or technology can guarantee absolute security. Please attend sessions from a private location using a secure internet connection whenever possible and notify me of any changes to your location or contact details. If technical difficulties occur, reasonable efforts will be made to reconnect or, if necessary, complete or reschedule the session.

In-Person Appointments: In-person appointments are available on designated days and are subject to availability. Please arrive at your scheduled appointment time. If you are unwell with symptoms of a contagious illness, please notify me as soon as possible so that we can discuss rescheduling or changing your appointment to a virtual session where appropriate. Every effort is made to protect your privacy; however, you may encounter other individuals entering or leaving the premises.

Communication: Email and text messaging are used primarily for scheduling and administrative purposes. Although reasonable efforts are made to protect your privacy, electronic communication cannot be guaranteed to be completely secure and should not be used for emergencies or urgent clinical concerns.

Public Settings & Social Media: To maintain your confidentiality in non-therapeutic settings, I may opt not to greet or acknowledge you in public. I also won't accept any social media requests from you or your known associates.

Communication with Others: To protect your privacy, I will not confirm that you are a client or disclose any information about your counselling without your written consent, except where required or permitted by law. If you would like me to communicate with a family member, partner, healthcare provider, lawyer, or another individual, your written authorization will be required and will specify who I may communicate with, what information may be shared, and for how long the consent remains valid.

Fees, Payment & Cancellation: Session fees are strictly payable at the time of your appointment. Fees may be reviewed and adjusted periodically, typically on an annual basis, and reasonable notice will be provided before any increase takes effect.

- 55-minute counselling session: CAD \$170 / ZAR R1,600
- 80-minute counselling session: CAD \$255 / ZAR R2,400

Fees for other services, including reports, letters, forms, court-related work, and administrative services, are available on request.

A minimum of 24 hours' notice is required to cancel or reschedule an appointment. Appointments cancelled with less than 24 hours' notice, or missed without notice, may be charged the full session fee. Please refer to the Cancellation Policy on my website for further details.

Reports and Administrative Fees: Reports, letters, forms, and other services provided outside of counselling sessions are billed separately based on the time required to complete them. Fees will be discussed with you before the work is undertaken. Please note that court reports, legal documentation, and court attendance are not included in standard counselling fees and, if accepted, will be billed at a separate rate.

Late Arrivals: If you arrive late for your appointment, the session will still end at the scheduled time to avoid impacting other clients. The full session fee will apply. If you have not joined your session or arrived within 15 minutes of the scheduled start time, I will make one attempt to contact you. If I am unable to reach you, the appointment will be considered a missed session.

If I Am Running Late: I value your time and strive to begin each session promptly. On occasion, unexpected clinical circumstances—such as a previous session requiring additional support—may result in a brief delay. If this happens, I will make every reasonable effort to let you know as soon as possible. You will still receive your full scheduled session time, whenever possible, or we will discuss an alternative arrangement if necessary.

Emergencies: This practice does not provide emergency or crisis services. If you are experiencing a mental health crisis or emergency, call 911, contact 988, your local crisis line, or attend your nearest emergency department.

Records: Clinical records are maintained securely in accordance with applicable legal and professional requirements. You may request access to your records, subject to legal and ethical limitations. Records are maintained securely in accordance with relevant and applicable privacy legislation, BCACC standards and HPCSA guidelines. Records are generally retained for a period of seven (7) years following the last date of service, or longer where required by law. Records relating to minors are retained for longer where required by applicable legislation and professional standards.

Medical Insurance and Benefit Claims: If you plan to claim counselling or psychological services through your insurance, extended health benefits, or medical aid, your provider may require certain information to appear on your invoice in order to process your claim. This may include client identification details, dates of service, practitioner credentials, professional registration details, fees charged, and, where required, a diagnosis or treatment code. By requesting or submitting invoices for reimbursement, you acknowledge that this information may be disclosed to your benefit provider for claims processing. It is your responsibility to understand your plan's coverage and reimbursement requirements.

Youth Counselling Services: Counselling services for adolescents are provided in accordance with British Columbia law and BCACC Standards of Clinical Practice. Where a young person is assessed as having the capacity to provide informed consent (a "mature minor"), they may consent to counselling and are entitled to confidentiality, subject to the legal limits of confidentiality. Parents do not automatically have the right to access clinical information simply because the client is under 19. Where a young person does not have the capacity to provide informed consent, consent will be obtained from a parent or legal guardian with the appropriate legal authority. The nature and extent of communication with parents or guardians will be discussed at the outset of treatment and reviewed as appropriate.

Termination of Counselling: Counselling is a voluntary process, and you may choose to end services at any time. I may recommend ending or pausing counselling if it is no longer clinically appropriate, if your needs would be better met by another healthcare professional, if meaningful progress is not being made despite reasonable efforts, or if ongoing treatment falls outside my scope of practice. Services may also be suspended or terminated in cases of non-payment of outstanding fees, threatening, abusive, or inappropriate behaviour, or if you attend a session while impaired by alcohol or other substances. Where appropriate, I will discuss the reasons for termination with you and make reasonable efforts to provide referrals or recommendations for alternative support.

Appointment Reminders: Appointment reminders may be sent as a courtesy; however, it remains your responsibility to keep track of your scheduled appointments. Failure to receive a reminder does not waive the cancellation policy or any applicable fees.



Questions & Complaints: You are encouraged to ask questions at any time. If you have concerns about the services provided, please discuss them with me first. If your concerns cannot be resolved, you have the right to contact the BC Association of Clinical Counsellors regarding professional or ethical concerns.

Client Consent

By signing below, I acknowledge that I have received, read, and understood this Intake and Informed Consent document and agree to proceed with counselling services.

Client Declaration

I confirm that the information I have provided is accurate to the best of my knowledge and understand that additional information may be discussed during my intake appointment.

Client Name: _____

Signature: _____

Date: _____

I understand that counselling is a collaborative process and that I may ask questions or withdraw my consent to counselling at any time.