

Homewood Health is committed to offering responsive and respectful services. Our programs are designed to improve your life situation and resolve difficulties. Working with you, we will develop an appropriate course of action and support you in making informed service decisions during your elected service plan. At any time you have the right to decline or discontinue services.

Your Service Provider is qualified, licensed and registered with a recognized college or association, and trained in evidence-based and solution-oriented services. If extensive or specialized help is required, your Service Provider will refer you to an appropriate private or public resource.

Our Services are provided by your employer/union (or your family member's employer/union). This includes the cost of evaluation and intervention and when necessary, referral. Any costs incurred after a referral to a private or public resource are not covered and become your responsibility. Group insurance plan/s may reimburse referral costs; however any agreement must be arranged between you and your employer and excludes Homewood Health. Individuals not covered under a Homewood Health plan will pay on a fee for service basis.

Service Limitations

Unless otherwise indicated, our Service Providers are unable to make diagnostic statements or recommendations, or any informed clinical judgments about legal, medical or work-related matters based on information gathered from sessions. The Service Provider cannot under any circumstances intervene in labour relations, or act as an expert witness in any litigation proceedings.

Diagnostic statements or recommendations will only be provided for services where clinical assessments are used to provide expert clinical diagnosis and court defensible reporting. The Service Provider will review the assessment and diagnosis process before individuals consent to participate.

Confidentiality

Homewood Health assumes a protective role in safeguarding your information. We collect personal information for purposes of providing appropriate services and we may share your information between Homewood Health programs and services for the same purposes.

To maintain quality standards and legal compliance, your record may be reviewed by internal Clinical Managers or by external quality auditors. Confidentiality and/or Non-Disclosure agreements are in place to protect your information. Service or Treatment may require your information to be obtained or shared with service providers who have been directly involved in your health care, however, we will not share your information with other individuals or groups without your knowledge and consent.

At any time you may withdraw your consent. However, doing so may prevent effective service or treatment delivery.

There are legal and ethical **Limits to Confidentiality**, these can include instances where,

- Homewood Health receives a Court Order to subpoena your record;
- There is need to intervene to prevent serious harm to you or others;
- There is reason to suspect child abuse or neglect;
- You are employed in a Safety Sensitive or Safety Critical position and current mental health or substance use prevents you from functioning safely in this position; this may be disclosed to your employer/union;
- You are under 18 years of age; further exceptions to confidentiality may apply and will be discussed with you by your Service Provider.

Referrals mandated by your employer/union may necessitate reporting of assessment and/or treatment results, recommendations, attendance and/or compliance with elected services. The purpose of this type of reporting will be reviewed with you and will only occur with your consent, or as permitted by governing provincial privacy legislation.

Homewood Health may also report on general trends in the use and effectiveness of our programs that are offered to you through your employer. These types of reports will only use anonymous, aggregate data and Homewood Health will not disclose or release personal identifying information without your knowledge and consent.

Appointments

You may contact Homewood Health through the Client Services Centre at 1.800.663.1142. Services are accessible 24 hours, 7 days a week. One (1) hour is scheduled for individual counselling appointments and each appointment is typically fifty (50) minutes in length. For other services and/or treatment, the length of the appointment may vary. Please notify your Service Provider if you will be late for an appointment. Twenty-four (24) hours' notice of cancellation is required.

In addition, because our Service Provider is a member of a professional college and/or association he/she is required to follow confidentiality guidelines and this also includes the distribution of electronic information. As such, your session cannot be recorded and you are kindly asked to adhere to this as well.

Feedback or concerns about your service experience can be shared and addressed through the Client Services Centre.

Before services begin, your Service Provider will ensure you have had an opportunity to review Homewood Health's Explanation of Services and answer any questions you may have.