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# Allura Sex Therapy Centre

## Informed Consent



Therapy is a relationship that works in part because of clearly defined rights and responsibilities held by the therapist and client. This frame helps to create the safety to take risks, and the support to become empowered to change. As a client in therapy, you have certain rights that are important for you to know about because this is your therapy, whose goal is your well-being.

This form provides information about what your rights and responsibilities are as a client. Please be sure to discuss any questions with your therapist. Your signature at the bottom indicates that you understand the information and freely consent to participate in the counselling process.

## **Counsellor Qualifications**

Your counsellor possesses a Master's degree in Counselling Psychology or Social Work. Counsellors have varying post-graduate training in sex therapy and/or couples counselling in order to provide the most effective and ethical counselling services.

*Associate Counsellors* have a minimum of two years of clinical experience alongside existing and extensive training in sex and couples therapy. *Postgraduate Fellows* have less than one year general clinical experience or specific sex therapy experience and are currently completing sex therapy training; they are supervised by experienced clinicians in our team.

Counsellors at Allura Sex Therapy Centre are professional members of either the BC Association of Clinical Counsellors (BCACC), the Canadian Counselling and Psychotherapy Association (CCPA), or the BC College of Social Workers. You can read more about your counsellor at [www.alluracentre.com/team](http://www.alluracentre.com/team) for more information. At Allura, our counsellors receive regular case consultation and training from the Clinical Director, Diana Sadat, an AASECT (American Association of Sex Educators, Counsellors, & Therapists) Certified Sex Therapist.

At Allura, we use a wide variety of evidence-based techniques and modes of therapy to support you to reach your goals. These include, but are not limited to, Sex Therapy, Emotion-Focused/Emotionally Focused Therapy, Internal Family Systems (IFS), Gottman therapy, Mindfulness, Person-Centred Therapy, Motivational Interviewing, Somatic Approaches, and so forth. All of our counsellors are trauma-informed. Your counsellor will discuss the best approach that will help you reach your goals.

## **Potential Benefits & Risks**

There are inherent benefits and risks when partaking in counselling. Some benefits you may gain are:

- Better understanding of self, goals, and values,
- Development of skills and coping mechanisms, and
- Changing of unwanted behaviours, thoughts, or feelings.

As with anything, there is an inherent risk in partaking in counseling that comes along with the benefit. Some risks in participating in counselling can include:

- Experiencing difficult or unpleasant memories during or after sessions,
- Changes in friendships & relationships due to changes in self, and
- Temporary increase in strong negative feelings.

It is important to weigh the benefits and risks associated with counselling for yourself and make a decision based on your personal knowledge of the self to engage in sessions.

## Confidentiality & Limitations

One of the greatest benefits of counselling is the ability to openly discuss with your counsellor whatever brings you to therapy knowing with full confidence that what is said between counsellor and client is confidential. This includes specific details that you tell your counsellor as well as that you are actively engaging in therapy, unless written permission is given.

However, there are limits to the confidentiality that your counsellor may deem necessary to disclose. These include:

- **Child at risk:** if your counsellor ever suspects that a child (anyone under the age of 19) or a vulnerable/dependent adult is at risk of or is actively being harmed,
- **Imminent harm:** if your counsellor believes that you're at imminent and serious risk to harm yourself or another person, and
- **Legal duty:** in the case of a legal obligation and your counsellor is court ordered to release information, such as a subpoena, ICBC, or Workplace BC request.

In order to provide the best counselling possible and for counsellor's continued clinical development, your counsellor will occasionally talk to and consult with a clinical supervisor or the clinical director of Allura Sex Therapy Centre. Clinical supervisors and colleagues will be bound by the same confidentiality as your counsellor. If you decide you would like your counsellor to not consult on your case, please let them know as you may deny consent to this with no penalty to you or your counselling relationship.

If you would like your counsellor to share information with someone else outside of Allura Sex Therapy Centre, they will discuss the risks and benefits of this with you, and you will be asked to sign a release of information form stating what information you'd like released, to whom, and over what period of time. You have the right to revoke this permission at any time. An example of a benefit of getting a release to contact another person would be to coordinate care with a doctor or psychiatrist.

## Collection of Information & Record Keeping

Your personal information is only collected to be utilized by your counsellor in the delivery of counselling services to you. Your personal information will not be disclosed to any third party without expressed, written consent by you or in the case of the above limits of confidentiality.

As part of counselling, records are kept of your therapy sessions, including minimal information that is important for your counsellor to remember when providing ethical

and effective care. Allura Sex Therapy Centre collects, stores, uses and discloses personal information in accordance with the BCACC & BCCSW and the Personal Information Protection Act (PIPA). Records are kept on Jane App, a cloud-based software located in Vancouver, Canada. If you would like more detailed information about the privacy in the Jane system, please visit <https://janeapp.com/guide/basics/security-faq>. At any time, you may simply request a copy of your file, and one will be made available within 30 days with an administrative fee of \$50.00.

Your record with Allura Sex Therapy Centre will be kept in perpetuity unless a clear request is made to the contrary. Should your counsellor pass away unexpectedly, another counsellor at Allura will take responsibility for their clinical records. Any records older than seven years will be destroyed. After a period of no contact of 90 days, your file will be “discharged” as active from the system; your counsellor can reopen your file at any time upon request.

### **Telehealth/Virtual Counselling**

Telehealth involves the use of electronic communications to enable Allura Sex Therapy centre to connect with individuals using live interactive video and audio communications. During COVID-19 and beyond, our counsellors are conducting sessions through a telehealth/virtual platform, primarily Jane, but may substitute the use of other platforms if necessary and requested by the client. You will review the consent form provided through Jane prior to the start of each and every session when accessing your session through the link provided. Our counsellors are held to the standards as stated by the BCACC [here](#) and the BCCSW [here](#).

You may review Jane’s encryption and security information for telehealth [here](#).

As a client of Allura, clients have rights with respects to telehealth sessions, including;

- The right to withhold or withdraw consent to the use of telehealth in the course of your care at any time, without affecting your right to future care or treatment,
- the laws that protect confidentiality also apply to telehealth/virtual counselling sessions,
- the right to be informed of any risks and consequences from telehealth sessions (this may include, but is not limited to the possibility of sessions being potentially disrupted or distorted by technical failures, and,
- the right to understand the encryption software of the platform used.

We ask clients inform their counsellor if they are located at a different location for the session at the start of your session time.

## **Fees**

Our fees vary upon clinician and session type at Allura Sex Therapy Centre, ranging from \$140-\$280. Fees are inclusive of GST if your counsellor is a Registered Clinical Counsellor, and there is no GST charged for sessions with Registered Social Workers. **Fees are due by the start of session**, payable by **credit card or e-transfer**. We ask that clients limit payment through cash or cheque during the COVID-19 pandemic, but we continue to accept cash payments. **E-transfers may be sent to [hello@alluracentre.com](mailto:hello@alluracentre.com)**, no security question is required as Allura is set up for auto-deposit. Please include your session date and time, as well as your counsellor's name in the e-transfer. When paying by cash, no change will be provided and a credit can be applied to your account. If a cheque cannot be honoured due to insufficient funds, a \$25.00 administration fee will be charged in addition to the session fee. Some clinicians may offer a sliding scale fee for those facing financial hardships or barriers—this is on a case-by-case basis and discussed prior to the first session.

You are responsible for paying for your session by the end of your session time unless you have made other clear arrangements in advance with your counsellor. **E-transfers not received within 72-hours of session time may require a credit card on file for subsequent bookings**. The therapeutic service that you pay for reflects session time and includes preparation time record keeping, and administration Rates are consistent with the fee schedule recommended by the British Columbia Association of Clinical Counsellors (BCACC) and the BC College of Social Workers (BCCSW).

Due to a variety of reasons, your counsellor's session fees may go up or changes at times. We will try to provide a minimum of three (3) month's notice when fees increase with a minimum of 30 days notice. You are responsible for paying the new fee if the fee is increased provided that you have been given a minimum of 30 days notice – continuation with the counsellor will be accepted as consent to the fee increase. If you have concerns regarding any fee changes, please direct them to your counsellor. If you feel that it is not addressed or answered, you may direct questions to the Clinical Director, Diana Sadat, at [diana@alluracentre.com](mailto:diana@alluracentre.com).

## *Insurance*

You are responsible for investigating the scope of coverage of, and for seeking reimbursement for, the cost of counselling. You will be provided with a receipt following payment for your session including all information necessary for seeking insurance reimbursement.

## **Attendance and Cancellations**

You are responsible for coming to your session on time and at the time you and your counsellor have scheduled. Sessions are a 50-minute hour or 80-minute hour and a

half. If you are late, you may attend the remaining part of the scheduled appointment and are responsible for the full fee.

**At Allura, we have a firm 48-hour cancellation policy.** If you cancel **within less than 48-hours, a fee of 50% of the session fee will be charged. Sessions cancelled with a notice of less than 24-hours & no-shows will be charged at the full session fee.** We charge a fee for missed and late appointment times because we are charged for various overhead costs and missed appointments are very expensive for us. In addition, when we book an appointment, we reserve that time slot for you and a late cancellation or missed appointment means we are unable to schedule another client in that time spot. This fee protects us as service providers and allows for other clients to have an opportunity to book an appointment for themselves. We hope you understand this policy, and invite you to discuss it further with your counsellor if you have any questions or concerns. Appointments can be rescheduled or cancelled by phone or email. In extenuating circumstances, the fee may be waived.

### **Rights as a Client**

As a client, you have several rights that we strongly encourage you to review and take action at any time. These include:

- The right to refuse any particular treatment or technique without explanation,
- The right to terminate the counselling relationship at any time,
- The right to ask questions and be informed about your treatment, and
- The right to ask to be referred to a different RCC if you feel we are not right for each other.

If you are dissatisfied with your counsellor's services or conduct at any time, please let them know or contact Diana Sadat at [diana@alluracentre.com](mailto:diana@alluracentre.com). If you feel that you cannot discuss this with your counsellor or they do not effectively resolve your concerns, you may contact either the BC Association of Clinical Counsellors (if your counsellor is an RCC) to file a formal complaint at 1-800-909-6303 or the BC College of Social Workers (if your counsellor is an RSW) at 604-737-4916.

### **Social Media**

Therapy relies on a close relationship between you and your counsellor to be effective; this relationship, however, is ultimately professional in nature. For this reason, Allura Sex Therapy Centre and its associates do not accept or communicate with current or past clients on any social media websites. Please review the Social Media Policy on our website for additional information.

### **Public Encounters**

As we lead lives outside of the therapy room, we want to continue to ensure that your confidentiality is treated with the uttermost care. Clinicians and staff at Allura Sex



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Date