

PROCEDURES AND GUIDELINES GOVERNING COUNSELLING PROVIDED BY THE LEARNER EXPERIENCE OFFICE (LEO)

Please read and sign these guidelines and bring them with you to your appointment

Please remain assured that anyone who presents in crisis will not be denied needed services either at our office or at a healthcare facility.

CONFIDENTIALITY

The information you provide to your counsellor, including verbal, written, electronically recorded or by means of questionnaires, is confidential with the following exceptions:

1. We are required by law to report to the appropriate authorities any suspicions that a child (i.e., someone who is presently under 16 years of age) has been or is being abused or mistreated.
2. We are required by law to report to the appropriate authorities any suspicions that an elderly person (i.e., someone who is presently over 65 years of age) who resides in a Long-Term Care Home or Retirement Home has been or is being abused or neglected.
3. If you are in serious and imminent danger of hurting yourself, we may need to reveal to an appropriate third party (including your Emergency Contact person, your parents, and/or emergency personnel) enough information to help you.
4. If you are involved in a legal proceeding, the court may subpoena our records.
5. If you reveal to us that you have been sexually abused by a health care provider who is covered by the Regulated Health Professions Act (e.g., physicians, psychologists) we are required by law to report the name of the offending member to his or her governing body, although we will not reveal your name unless we receive written permission from you to do so. It should be noted that the current legal definition of sexual abuse includes both touching of a sexual nature and demeaning remarks of a sexual nature.
6. LEO takes seriously its role to foster a safe campus for you and for others. By seeking services at LEO, you are consenting to an evaluation of the risk that you present to the physical health and safety of others. Accordingly, any student whose words, actions, or mental health issues in our determination present a potential risk of serious bodily harm to others shall be responded to vigorously. This response may include (but is not limited to) consultation with your Emergency Contact person, your parents, other professionals, university personnel or police who may have information relevant to a risk assessment. You may be referred to a specialist for further risk assessment evaluation; refusal to accept such a referral will be communicated to relevant university personnel and may necessitate the termination of services at the LE Office.
7. The LEO team may consult with each other if they deem this consultation to be relevant to the provision of services for you.

See also "Uses and Disclosures of Your Personal Health Information" in the Learner Experience Privacy Statement.

Please be assured that information you provide will not become part of your academic record.

CANCELLATIONS FOR CONSULTATION SESSIONS

You are required to give 24 HOURS NOTICE TO CANCEL an appointment. This will allow us to schedule additional appointments. If you have missed an appointment without notifying us, please call us within two days or we will assume you are no longer interested in an appointment. Students who call but fail to give adequate notice on 2 occasions may have their counselling sessions terminated and will not be permitted to book another LEO appointment for the remainder of the term. If you are late for an appointment, please check in at reception.

I _____ (please print name)

have read and understood the LEARNER EXPERIENCE PRIVACY STATEMENT and the above PROCEDURES AND GUIDELINES, and have had any questions answered to my satisfaction.

Client Signature

Date

LEO Staff Signature

Date