



www.arlenepenney.ca

The Healing Center by Arlene Penney

Service Terms & Policies

Please note that booking a service with Arlene Penney acknowledges that you have read, understood and accepted all the terms and policies on this page. Please feel free to seek further information and/or clarification with Arlene Penney if necessary.

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Booking & Payment Policy

While booking your appointment online, please create an account on the website to conveniently reschedule or cancel your appointments as per our cancellation policy below. You will receive an email confirmation and appointment reminder for your online booking.

You are required to book services online. After booking your appointment online, you will receive an email confirmation and appointment reminder for your online booking. If you are booking your first session with Arlene, you must fill out the Intake Form [here](#).

A credit or debit card is necessary to complete your online booking. Your card will not be charged at the time of the appointment. The full service fee will be charged after your appointment. You will also be charged the full fee if you fail to cancel your appointment at least 48 hours before the scheduled appointment time or you are a no-show without notice.

Rescheduling and cancellations must be done online or through our scheduling assistant via text. Text messages and voicemails are not monitored 24/7 and we do not accept any cancellation or rescheduling request through phone or text. If you send a text message or leave a voicemail for a cancellation or rescheduling and don't show up for the appointment, you may be charged the full service fee for no-show as it's not an accepted cancellation or rescheduling method.

A receipt will be issued for insurance and tax purposes at the time of your session.

Direct billing is not offered at this time. You must also fill out a credit card authorization form during your first visit to be kept on your file for the upcoming sessions.

Cancellation Policy

48 hours' notice for cancellations or rescheduling is required. Appointments rescheduled or cancelled within a 48-hour window will be charged a non-refundable fee of the full cost of the appointment. No-show appointments will also be charged the full appointment fee. Insurance receipts cannot be issued for cancellations or no-shows. Arlene Penney reserves the right to cancel the appointment if you are more than 15 minutes late. In this case, the full fee charge will apply.

When you make an online appointment, you can cancel and reschedule your appointment yourself up to 48 hours before the start time through the website.

Workshops and Courses must be paid by the date specified during the application session with Arlene. Refund policies will also be discussed and applicable.

Booking an appointment acknowledges acceptance of this policy.

Limits of Confidentiality and Duty to Report

All information discussed/released to Arlene Penney of The Healing Centre - Transform is considered strictly confidential.

Should any information or documentation be released to specific people outside the circle of care, a consent form must be signed.

In addition, when a case consultation model is used, with other social workers or the circle of care no identifying information will be shared.

There may be circumstances where confidentiality cannot be maintained, and is the legal duty of a social worker to do so when:

- 1.** Behavior may cause harm to self;
- 2.** Behavior may cause harm to others;
- 3.** The Children, Youth and Protection Act states:
 - where a person has information that a child under the age of 16 is or may be in need of protective intervention, the person shall make report to Child, Youth and Family Services (Section 10)
- 4.** An Act Respecting the Protection of Adults states. An adult in need of protective intervention means an adult who lacks capacity and when
 - is incapable of caring for himself or herself, or who refuses, delays or is unable to make provision for adequate care and attention for himself or herself; or
 - is abused or neglected.
- 5.** There is reasonable grounds to believe that you may be impaired and not able to safely drive.
- 6.** The Court requires subpoenaed information to be released;
- 7.** If otherwise required by law.

Outside of these legal and ethical principles previously stated, all information shall be treated as confidential.

Booking an appointment with Arlene Penney acknowledges that you have read and understood the above information. You shall seek further information and or clarification with Arlene Penney if necessary.

Informed Consent

Informed Consent for Clinical Social Work and Naturopathic Services with Arlene Penney, BA, BSW, MSW, RSW, RP, ND and Somatic Experiencing Practitioner (SEP).

Informed consent for counselling/naturopathic services is essential and out of respect for your right to self determination. Consent must be given voluntarily and knowingly. You have the right to change your mind and withdraw your informed consent at any time.

You understand that treatment with Arlene Penney may include an assessment, counselling and relevant treatment and/or body work including energy work, Craniosacral and Somatic Experiencing practices and the use of Young Living Essential oil products.

You are aware that the above noted means of treatment and modalities are considered a safe experience and also recognize that Arlene Penney is not a medical doctor. You understand that any medical advice and or treatment should be obtained from your own health care professional/s or via 811 for medical advice or 911 for medical emergencies.

By voluntarily booking an appointment with Arlene Penney, you acknowledge that you have read and fully understand the above information contained in this document and give your informed consent to treatment.

You also acknowledge that any questions that you have regarding the contents of this document have been answered to your satisfaction and you would like to proceed with individual counselling/naturopathy.

You, hereby, request and consent to treatment for yourself and/or for your child/person for whom you are legally responsible for. You also agree that this consent will cover the entire course of treatment while using this service.

Electronic Consent

Arlene Penney and The Healing Center - Transform Your Life will use all reasonable means to protect the security and confidentiality of information sent and received in telephonic or

video communication and or appointment/s. However, because of the risks outlined below inherent to all electronic communications, the security and confidentiality of electronic communications cannot be guaranteed:

- Use of electronic communications to discuss sensitive information can increase the risk of inadvertent disclosure of such information to third parties.
- Despite reasonable efforts to protect the privacy and security of electronic communications, it may not be possible to completely secure electronic information.
- Employers and online services may have a legal right to inspect and keep electronic communications that pass through their system.
- Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the participants.

By booking an appointment with Arlene Penney, you acknowledge that you understand and accept the risks associated with the use of electronic communications as outlined above.