

1. The Counselling program is offered on a voluntary basis. If you wish to participate, you will need to provide your informed consent at your first session. The counsellor will review with you all the information in the consent form and answer your questions before you provide consent. You may withdraw your consent at any time.
2. You will be asked to complete a brief questionnaire before and at the end of each counselling session to help your counsellor monitor your progress and tailor the service to your unique needs.
3. The success of counselling depends on your commitment and active participation. Counselling services will not be provided to clients whose cognitive or mental abilities are impaired due to being under the influence of alcohol or other substances.
4. You are expected to pay the agreed upon session fee at the end of each session.
5. If you need to cancel a scheduled session, you are expected to contact your counsellor at least 24 hours in advance. If you fail to give 24 hours' notice, you will be responsible for paying the full fee for the missed session.
6. Calgary Counselling Centre does not tolerate any kind of abuse or harassment towards its personnel, volunteers, clients or visitors, and service will not be provided to any client with abusive behaviour.
7. You are expected to contribute to maintaining a safe environment at CCC's offices by following CCC's infection prevention guidelines. If you are sick or have been in contact with someone with an infectious disease, you must inform your counsellor and refrain from any in-person sessions. You are expected to reschedule your appointment or participate remotely.