

Service Agreement:

I would like to first, welcome you to my counseling services. Then, commend you for your decision to seek counseling or consultation.

To begin, counseling can be difficult, since you may be discussing difficult or even painful topics, but the end result can be a life transforming experience. During this difficult process, you may feel distress, sadness and possible changes in your sleep or eating habits may occur, but this will change and you will start seeing the benefits of counseling more as you reach your desired goal. My job as a professional is to monitor the process, equip you with strategies to help you overcome any difficulties and provide a safe counseling atmosphere.

Some people misunderstand counseling and assume that counselors/therapists are there to “fix” people’s lives or solve their problems, but the reality doesn’t work that way. As a counselor, I will not be there to walk for you through your life changes, but instead walk with you as YOU reach your desired results to improve your life and reach your best potential.

Your satisfaction is important to me. If you are not satisfied with the counseling service you receive from me at any point of your counseling journey, I will make sure to help you find another counselor that you feel comfortable with to address your need.

Your commitment and punctuality is important and expected to attend all the **weekly one hour booked sessions** for your counseling. During the assessment period, we will develop a work plan to follow depending on your needs, insurance/payment plan, availability, and assessment results.

I have a 24 hours cancellation policy for any session that you can’t attend. You will be billed for your booked session unless I receive a notice or cancellation from you more than 24 hours in advance.

During my holiday and vacation periods, I will provide you with a colleague’s name and contact information for any cases of emergency counseling.

In addition to my personal value and work ethic, I am obligated as a member of Ontario College of Social Workers and Social Service Worker to follow the college’s code of Ethics regarding conditionality. “A social worker and social service worker shall protect the confidentiality of all professionally acquired information. He or she shall disclose such information only when required or allowed by law to do so, or when clients are consented to disclosure” (OCSWSSW Cod of Ethics, 2008).

I have a consultant whom I exchange ideas with to be able to obtain a second opinion and provide the best service for my clients. All identification information will be kept confidential in cases of discussing any client situations.

I _____
Printed Name and Signature

Have read and understood the above service agreement for Asmaa Cober, RSW, MSW
Counseling Services.

Date _____