

Each client should complete this intake package (all 8 pages).

CONTACT INFORMATION

Printed Name: _____ Birthdate: _____

Mailing Address: _____
Street Address City Province Postal Code

This must be an address to which we can send correspondence, as needed. The name "Calgary Couples Counselling Centre" will not be displayed on the envelope.

Home Phone: (_____) _____ May a message be left at this number? Yes No

Cell Phone: (_____) _____ May a message be left at this number? Yes No

Work Phone: (_____) _____ May a message be left at this number? Yes No
(Optional)

Email Address: _____
(Optional)

I understand that writing in my email address (above) is giving explicit consent to Calgary Couples Counselling Centre to use that email address to correspond with me in all matters directly related to the provision of services (includes invoicing; appointment bookings, confirmations and reminders; follow-up on services, etc.).

Would You Like to be on Our Email Newsletter List? (Please Check One of the Statements below):

Our monthly newsletter contains articles on building strong relationships and mental and emotional wellness, links to online resources and book recommendations, as well as notices of upcoming workshops or new services.

- Yes, I would like to receive monthly email newsletters from Calgary Couples Counselling Centre Inc (using the email address above) No, I do not wish to receive monthly newsletters

Help us Better Reach Others Who Also Need Help

Please let us know how you learned about Calgary Couples Counselling Centre Inc. *Please check all that apply (below):*

- My Insurance Provider
 My Lawyer
 My Priest, Pastor, Bishop or other Church Leader
 My Employer *Check One:* Supervisor/Manager Human Resources Psych Services Occupational Health
 Another Health Care Provider *Check One:* My Physician or Psychiatrist A Psychologist or Therapist
 Chiropractor Acupuncturist Naturopath Massage Therapist Other Professional
 A Family Member, Friend or Personal Acquaintance
 A workshop or seminar that I attended
 After being first referred by one of the above, I also searched for Cobb & Associates on the Internet
 I found you primarily by doing a search on the internet: I clicked on a Google Advertisement at the top of the page
 I found you primarily by doing a search on the internet: I clicked on one of the organic search results that came up
 I found you primarily by doing a search on the internet: I found you in the Yellow Pages online
 A Referral Service or Directory *Check One:* Psychologists' Association of Alberta AAMFT Therapist Locator
 Psychology Today Theravive Other
 My Professional Association (i.e. Law Society, APEGA, AREA, CPA Alberta, CAJ, etc.)
 I saw your ad on: Facebook YELP (*please check either of these, if they apply, even if other boxes are checked*)
 I am a returning client
 My spouse/partner or other family member was referred to you or found you
 Other _____

Signature

Date

INFORMED CONSENT

AND AUTHORIZATION FOR SERVICES

Welcome to Calgary Couples Counselling Centre Inc..

This form provides information about the practice and privacy policies of Calgary Couples Counselling Centre Inc. This information is intended to help you make an informed decision about accepting services from us. If you have any questions or concerns about anything on this form, please do not sign the form until you have discussed your concerns with your therapist. Within each section, a summary of the essence of that section is **highlighted in bold**.

Frequency of Sessions

Weekly or bi-weekly 50-minute sessions (and 10 minutes for charting case notes) are most common. The frequency of sessions is based largely on your needs and situation.

How Long is Therapy?

The amount of sessions needed varies depending on the nature of each person's concerns, the complexity of the issues involved, the strength of our working relationship, and each person's commitment to work on the presenting issues. There is a direct relationship between effort applied between sessions and progress over time. Anywhere between 1 and 20 sessions is typical, though more sessions may be needed in some situations.

Fees

- **Our fees are as follows: \$200 per hour (for individuals, couples and families) with our Registered Provisional Psychologists; \$220 per hour (for individuals, couples, and families) with our Registered Psychologists; and \$240 per hour (for individuals, couples and families) with Nathan Cobb, Ph.D. in MFT, RMFT, R.Psych.**
- **We prefer payment at each session rather than a regular billing process.**
- Additional time beyond 1 hour is billed in 15-minute increments.
- Billable services include: face-to-face and telephone consultations (not including the initial intake or dealing with brief scheduling matters), report writing and other requested correspondence, and review of written records from other professionals.
- **Fees are payable by cash, credit card or debit**

About Privacy

- **All information you share with your therapist is private and confidential.**
- **Your information will not be released to anyone without your written permission (with some exceptions as explained below).**
- When information is to be released with your consent you will be consulted regarding what information is to be released.
- Your information will be kept on file in a secure and private location.
- You may review the contents of your own counseling file upon request.
- The full privacy policy for Calgary Couples Counselling Centre is available upon request.

It can also be viewed at <https://calgarycouplescounselling.com/privacy-policy/>

About Privacy When Multiple Persons Are Involved in the Therapy Relationship

- Many of our clients consist of multiple family members (i.e. spouses and partners in couple's therapy, family members in family therapy). **In such cases, no information obtained from multiple family members may be released to an outside party without the prior written consent of each person from whom the information was obtained**, unless 1) a different agreement has been established ahead of time and documentation of such an agreement is attached to this form or 2) information about the non-consenting party can be entirely removed from the information that is shared.
- The same policy applies if you wish to access or obtain copies of case notes from your own file (i.e. for couples or family therapy). Your therapist will require written consent

from each person who provided information to the file, before he or she can release that information to you.

- As part of the assessment phase of therapy or as otherwise indicated, your therapist may request to meet with each of you on an individual basis for one or more sessions. Unless you have collectively made a different agreement ahead of time with your therapist and documentation of such an agreement is attached to this form, please be aware that **your therapist is free to use his or her clinical judgment to decide whether, when and how to incorporate information you’ve shared privately with your therapist into your conjoint sessions and that disclosure of such private information by the therapist to others in therapy with you is not considered a breach of confidentiality.**
- The rationale for this policy is that it can be detrimental to the progress of your therapy or your relationship for your therapist to be in a position of having knowledge of sensitive information that the other spouse is not privy to, as it may put your therapist into a conflict-of-interest position.

Exceptions to Privacy

A client’s confidential information may be released without their consent under the following conditions:

- When the purpose is **to protect individuals (including a client) who are at foreseeable and imminent risk of bodily harm or death** as a result of a client’s actions.
- Under law that requires **reporting of child and elder abuse/neglect** to authorities.
- Under **subpoena from a court of law.**
- In the unlikely event of a client’s account becoming 120 days past due or in the event of a dispute over a financial transaction, limited information may be shared with financial or legal agencies connected with the business of Cobb & Associates Inc. (i.e. credit card companies, collection agencies, etc.) **as necessary to resolve such disputes or to collect on unpaid accounts.** In such cases, any personal information disclosed is limited to only that which is necessary to resolve the dispute or to settle the account (i.e. dates, transaction amounts, etc.) and does not include any clinical information.
- **Exceptions that apply to personal information disclosed by minors:** Generally, but not always, the legal guardian(s) of a minor must give consent for the minor to receive treatment and has a legal right to information disclosed in therapy by the minor in order to provide nurture and protection that is in the best interest of the minor. However, if everyone agrees at the outset of therapy to terms of confidentiality between the minor and his or her guardian(s) then the therapist is bound to abide by these terms. The therapist may subsequently only disclose confidential information obtained from the minor without written consent under the terms agreed upon, or as required by law, or under the exceptions outlined above. Your therapist will discuss these exceptions further with you in session, as applicable.
- If you disclose in confidence that you have done something illegal, your therapist is *not* obligated to report this to the authorities, unless the circumstances involve child abuse, abuse against a dependent adult, or a direct threat to another person (as outlined above).

Initial Here →

I have carefully read the preceding sections on privacy and exceptions to privacy (or have had them explained to me) and I am satisfied that I fully understand the above stated policies on confidentiality and the limits of my confidentiality rights and I agree to proceed with counseling under these terms. _____
Initials

Email Privacy

- Email is a quick and convenient method of communication. Many of our clients use it to correspond with us. Please be aware, however, that while every effort is made to safeguard your privacy, we cannot guarantee the confidentiality of email messages. If

this is a concern for you, please do not provide us with your email address or use email to correspond with us.

- **We will only use email to communicate with you: a) in response to an email you send us, or b) as you authorize it or otherwise request it. Please be aware that if you provide your email to us, this is automatically authorizing us to use it as a means of correspondence.**
- Your therapist will not transmit personally sensitive information by email (i.e. discussing clinical and personal details), unless you expressly give him or her consent to do so.
- Please note that it is typical for our client account management system to send you copies of your invoices or receipts by email.

Collaboration with Professional Referral Source

Enter Referral Source Name →

- If you have been referred to Calgary Couples Counselling Centre Inc. by another professional (i.e. mental health provider, lawyer, physician, psychiatrist, clergy, etc.), **it is customary for your therapist to contact your referral source** to acknowledge the referral at the beginning of treatment.
- **Your signature on page 5 of this form is your consent for this communication to take place.** If you do not give your consent for this communication, or if this is not applicable to you, please leave this section blank.

If Applicable: _____
Name of Professional Referral Source Phone (If Available)

Consent to Release Information to Health Insurance Provider

Enter Insurance Company Name →

- **If you will be submitting any health claims for reimbursement** to your health insurance provider for the counselling services you receive here **your health insurance provider may contact us to obtain information necessary to verify your claim.**
- The type of information they would typically request includes: 1) date of service, 2) the nature of services provided, and 3) the names of individuals who received the service.
- Our experience has shown that verification checks are not common, and that most health insurance providers will typically not request detailed diagnosis and treatment plan information, unless the insurance company was the referral source who previously contacted us on your behalf, and contracted with us to provide services to you.
- **Your signature on page 5 of this form is your consent for this communication to take place.** If you do not give such consent, please cross off this paragraph.
- If you are not submitting any claims, check the box marked “Not applicable” below.

If Applicable: _____ Not applicable
Name of Health Insurance Company

24-Hour Cancellation Policy

- **If you cannot attend an appointment, please notify our office 24 hours in advance.**
- **Please cancel by phone since email delivery is not always instantaneous or reliable.**
- The purpose of a 24-hour cancellation policy is to allow enough time for us to fill the vacant appointment slot, thereby meeting the needs of other clients who are waiting for an appointment. The therapist is essentially committing a one-hour (or longer) block of his or her time to a client’s care, and only a limited number of such appointment slots can be booked in a day. A same day cancellation provides insufficient notice with which to re-book an appointment, and thus represents both lost opportunity for someone else to benefit from that time slot as well as lost revenue. **There is, therefore, a fee charged for a late cancellation or no show of 50% of the hourly rate to a minimum of \$100, per one-hour appointment,** pro-rated in the event of a longer appointment slot.
- We appreciate that unforeseen events sometimes happen, but please be as respectful of our time as you can. Exceptions to this policy are rare.
- **Please be aware that third-party reimbursement providers (i.e. health insurers) typically do not reimburse for late cancellation charges or no show charges.**

- If you provide your email address or your mobile number to our scheduling system you can request an email or text message reminder notification about your appointment. Please note that these reminder notifications are a courtesy only. **Our clients are fully responsible for any appointments they have booked with Calgary Couples Counselling Centre Inc. even if they receive no reminder notification.**
- If you arrive late, the session will have to be shorter but will still be billed as though you had utilized the entire hour.
- If you are more than 20 minutes late, we will assume you are not attending.

Initial Here →

I am aware of and agree to pay the late cancellation/missed appointment fee in the event that I cancel an appointment with less than 24 hours notice. _____.
Initials

Initial Here →

I understand that a notification to cancel initiated after hours (i.e. after 4:30PM or on weekends or statutory holidays) for an appointment scheduled the following business day is considered a late cancellation regardless of the length of notice. _____.
Initials

Social Media

- **It is the policy of Calgary Couples Counselling Centre Inc. not to accept social networking invitations from past or current clients utilizing social media sites** such as Facebook or LinkedIn.
- This policy is in keeping with ethical guidelines that prohibit the formation of dual relationships between therapist and client. A dual relationship occurs when a therapist and client form another type of relationship outside of the therapist-client relationship (i.e. mutual friendship, business associate, teacher, student, family member, etc.), or enter into a therapist-client relationship after another type of relationship has already been established. Such dual relationships have the potential for creating conflicts of interest, possible exploitation, and problems associated with unhealthy boundaries.

Direct Billing to Insurance Companies Requires Valid Credit Card Kept on File

- We offer direct billing to many of the major insurance carriers in Alberta.
- **Please be aware that direct billing is a convenience to our clients and does not imply any obligation on our part to secure payment from your insurance company. Except in cases where a third-party (such as an insurance company) refers a client to us directly and payment arrangements are made with us directly by that third party, the client is responsible for payment for our services, even in cases where the client's insurer covers the services and accepts direct billing from us.**
- There are circumstances where we are unable to process a direct billing claim. These can include but are not limited to the following: 1) the amount billed for a session exceeds the client's coverage, 2) the client's policy limits have been reached, 3) we have received incorrect insurance policy information from the client, or 4) there is some technical problem that prevents us from submitting a claim or that prevents the insurance company from processing a claim through our claim portal. On occasion, the insurance carrier may simply deny a claim for reasons that they cannot share with us.
- **Please know that due to privacy laws, if your insurance carrier indicates to us that there is a problem with your claim or that your coverage has been denied, for any reason, we are unable to work with your carrier directly to resolve the problem.**
- **For direct billing purposes, we will process a direct billing claim within 24 business hours of the service being rendered. If the claim is denied, we then require payment from the client. The client may still be reimbursed by their insurance company, but it will be up to the client to resolve whatever problems caused the direct billing claim to be denied.**
- **If, for any reason, a direct billing claim is not made by our office within the window of time allowed for direct billings to be processed by your insurer, you are responsible for payment in full of services connected to that direct billing claim.**

- For the reasons outlined above, if you wish us to direct bill your insurance company, we are pleased to do so, but we require a valid credit card number to be kept in your file. If the direct billing claim is denied, the fee-for-service will be charged to your credit card.

Enter Credit Card Information →

Credit Card Number

Expiry Date

Name on Card

CVC

I understand that my credit card, above, will be immediately charged the amount of an outstanding balance owing for services I have received, if my insurance provider denies a direct billing claim made by Cobb & Associates Inc.

Enter Signature →

Signature

Date of Signature

- Check here if you would like to be notified by phone or voicemail that your card is being charged.

Credentials

- Associates of Calgary Couples Counselling Centre Inc. have at least a master’s degree in psychology, marriage and family therapy or social work and are registered through their governing professional body (i.e. College of Alberta Psychologists, Alberta College of Social Workers) as registered psychologists, registered provisional psychologists or registered social workers.

Emergencies

- If your life or safety is in danger please phone 911 or go to the nearest emergency room. For other emergencies a useful resource is the **Calgary Distress Centre (24 hours) at (403) 266-1605**. Non-urgent concerns should be reserved for a scheduled appointment.
- You can also call our office at **(403) 255-8577**. Be aware, however, that your therapist may not always be available, particularly after hours, and may not be able to return your call immediately.

Complaints and Questions

- It is important to us that you feel you are benefiting from the services you are receiving. If at any time you are unhappy with the service you are receiving or if you are unsure about the goals or purposes of treatment, please express your concerns to your therapist directly. We will do our best to resolve your concerns and answer your questions.
- If you would prefer, your therapist will also assist you with a referral to another professional.
- If we can improve the service you are receiving in any way, please let us know.

YOUR SIGNATURE

I have read this letter in full, and I have been informed of the procedures and conditions as outlined in this letter. I have had an opportunity to discuss these procedures and conditions with my therapist and I am satisfied that my questions have been answered to the extent possible. I accept the help offered with full knowledge and understanding of the relevant procedures and conditions.

Name

Signature

Date

Intake Questionnaire – Page 1

Today's Date: _____

Your Name: _____

Your Birthdate: _____ Age: _____

I am currently: Single Never married Widowed
(Check any that currently apply to you, even if more than one.)

Dating for _____ months / years
 Cohabiting for _____ months / years
 Married for _____ months / years
 Separated for _____ months / years
 Divorced for _____ months / years

Enter the time frame and circle "months" or "years".

Have you been married previously (not counting at present)?
 Yes No If yes, how many times? _____

Do you have children (by birth or adoption)? Yes No
 If yes, how many children do you have? _____
 How many of your children live with you? _____

Do you have step-children? Yes No
 If yes, how many step-children do you have? _____
 How many of your step-children live with you? _____

Education: Some high school High school
(highest level) Technical / Trades 2-year associate degree
 Some undergraduate college or university
 Undergraduate degree Some graduate level
 Graduate degree: _____

Income: \$0-30,000 \$31-60K \$61-90K
(household annual) \$91-120K \$120-150K \$150K +

Current Occupation: _____
 Years at Current Job: _____ Hrs per week: _____
 Do you enjoy your work? A lot Moderately Very little
 Career Goals: _____

SYMPTOM CHECKLIST

On a scale of 0-4 (0=none or not applicable, 1=a little, 2=moderate, 3=a lot, 4=extreme) rate how much you have experienced each symptom over **the past two weeks**.

(Circle a number)

1. Feeling sad, down or depressed	0	1	2	3	4
2. Avoiding certain people or places	0	1	2	3	4
3. Loss of interest in activities I normally enjoy	0	1	2	3	4
4. Low energy/feeling tired	0	1	2	3	4
5. Sleep problems (insomnia, not staying asleep, or early waking)	0	1	2	3	4
6. Eating too much or too little	0	1	2	3	4
7. Not able to think clearly	0	1	2	3	4
8. Feeling no pleasure or joy in life	0	1	2	3	4
9. Anxiety attacks	0	1	2	3	4
10. Worrying about things	0	1	2	3	4
11. Angry outbursts	0	1	2	3	4
12. Low self-esteem or low self-confidence	0	1	2	3	4
13. Feeling guilty	0	1	2	3	4
14. Feeling too stressed	0	1	2	3	4
15. Thoughts of suicide	0	1	2	3	4
16. Drinking too much or abusing drugs (i.e. street drugs or prescribed medications)	0	1	2	3	4
17. Acting out other compulsive behaviors (i.e. gambling, sex, porn, shopping, etc.)	0	1	2	3	4
18. Not getting my work done	0	1	2	3	4
19. Feeling unhappy with my workplace	0	1	2	3	4

If you are in a relationship with a spouse, boyfriend, girlfriend or partner, please rate how much you have experienced each of these additional six symptoms in your relationship over **the past two weeks**. If you are single, circle all 0's in the next six statements and enter the total of 1 through 25 in the box below.

(Circle a number)

20. Not talking to each other	0	1	2	3	4
21. Having bad arguments	0	1	2	3	4
22. Lack of trust between us	0	1	2	3	4
23. Feeling lonely in the relationship	0	1	2	3	4
24. Lack of affection and caring between us	0	1	2	3	4
25. Feeling unhappy about our relationship	0	1	2	3	4
Symptom Total (sum of all 25 symptoms)	/ 100				

Medical: Do you have any medical problems? Yes No
 If yes, please list them: _____

Do you take any prescription **Medications**? Yes No
 If yes, please list them:

<i>Medication</i>	<i>Dose</i>	<i>Purpose</i>	<i>Since</i>

Do you **Exercise**? Yes No If yes, what do you do?

Do you drink **alcohol**? Yes No
 If yes, estimate how many times you typically drink in a month (i.e. how many drinking occasions): _____

Estimate how many standard drinks you typically drink per occasion (estimate your range if it varies): _____

Do you **smoke** tobacco? Yes No
 If yes, please estimate quantity per day: _____

Do you drink **coffee/ tea**? Yes No
 If yes, please estimate quantity per day: _____

Do you use any **illicit drugs**? Yes No
 If yes, please specify: _____

If you drink alcohol or use illicit drugs, please answer the following questions:

- C. Have you ever thought you should Yes No
Cut down on your drinking/ drug use?
- A. Have people **Annoyed** you by Yes No
 criticizing your drinking/ drug use?
- G. Have you ever felt bad or **Guilty** Yes No
 about your drinking/ drug use?
- E. Have you ever had a drink / used Yes No
 drugs in the morning (**Eye opener**) to steady your nerves or get rid of a hangover?

Are you concerned about the alcohol and/or drug use of anyone close to you? Yes No If yes, who?

In any of your current relationships, have you been:

Physically assaulted (hit, slapped, kicked, pushed, held down)?

Yes No If Yes, By? _____

The subject of demeaning, degrading comments or put downs?

Yes No If Yes, By? _____

Sexually abused or coerced into unwanted sexual activity?

Yes No If Yes, By? _____

In any of your past relationships, have you been:

Physically assaulted (hit, slapped, kicked, pushed, held down)?

Yes No If Yes, By? _____

The subject of demeaning, degrading comments or put downs?

Yes No If Yes, By? _____

Sexually abused or coerced into unwanted sexual activity?

Yes No If Yes, By? _____

REASONS FOR SEEKING COUNSELING

Check those that apply (*using the left column*). If you check more than one, please select your top three and rank them (*using the right column*) from highest to lowest in terms of the priority you place on resolving them (1=highest priority, 2=second highest, 3=third highest).

- | | |
|--|-------|
| (√) (Check all that apply) | Rank |
| ___ Depressed Mood | _____ |
| ___ Anxiety | _____ |
| ___ Anger Management | _____ |
| ___ Self-Esteem or Confidence | _____ |
| ___ Social Difficulties | _____ |
| ___ Stress Management | _____ |
| ___ Substance Abuse (Alcohol/Drugs) | _____ |
| ___ Gambling Difficulties | _____ |
| ___ Other Addictions (i.e. Porn, Sex, Shopping) | _____ |
| ___ Eating Disorder | _____ |
| ___ Weight Management / Body Image | _____ |
| ___ Spiritual Problems | _____ |
| ___ Bereavement/ Loss | _____ |
| ___ Work problems | _____ |
| ___ Education/ Career Concerns | _____ |
| ___ Financial Concerns | _____ |
| ___ Legal Concerns | _____ |
| ___ Medical Issues | _____ |
| ___ Domestic Violence or Abuse (Current) | _____ |
| ___ Premarital Counselling | _____ |
| ___ Communication Problems/Relationship Conflict | _____ |
| ___ Sexual Intimacy Concerns | _____ |
| ___ Emotional or Sexual Infidelity/affairs | _____ |
| ___ Emotionally disconnected from spouse/partner | _____ |
| ___ Other Marital/Relationship Concerns | _____ |
| ___ Separation / Divorce / Relationship Break-Up | _____ |
| ___ Custody Concerns | _____ |
| ___ Parenting | _____ |
| ___ Parent-Adult Child Relations | _____ |
| ___ Blended Family Issues | _____ |
| ___ Family Conflict | _____ |
| ___ Child – Behavioral Problems | _____ |
| ___ Child – Mood / Anxiety Problems | _____ |
| ___ Child – Academic Problems | _____ |
| ___ Child – Social/ Relational Problems | _____ |
| ___ Other _____ | _____ |

PREVIOUS TREATMENT

Have you participated in therapy or counseling in the past?

Yes No If yes, please specify:

Date	Duration	Therapist / Location	Was it Helpful?

Who do you turn to for social support (e.g. for encouragement, advice, friendship, etc.)?

Are there any organizations or agencies that you are currently receiving assistance or support from? Yes No If yes, please specify: _____

EXTENDED FAMILY HISTORY OF PSYCHOSOCIAL / HEALTH DIFFICULTIES

Please check any of the conditions below that are or have been present in your extended family. Please write any additional explanatory comments that may be helpful for your therapist to understand.

- | | |
|---|------------|
| <input type="checkbox"/> Depression | Who? When? |
| <input type="checkbox"/> Bipolar Disorder | _____ |
| <input type="checkbox"/> Schizophrenia | _____ |
| <input type="checkbox"/> Other psychiatric disorders (i.e. psychosis, hallucinations) | _____ |
| <input type="checkbox"/> Suicide | _____ |
| <input type="checkbox"/> Physical / Sexual Abuse | _____ |
| <input type="checkbox"/> Substance Abuse (Alcohol/Drugs) | _____ |
| <input type="checkbox"/> Autism/Asperger's Syndrome | _____ |
| <input type="checkbox"/> Eating Disorder | _____ |
| <input type="checkbox"/> Chronic Illness (please specify illness) | _____ |
| <input type="checkbox"/> Accidental or Untimely Death | _____ |
| <input type="checkbox"/> ADHD or Learning Disorders | _____ |
| <input type="checkbox"/> Other _____ | _____ |

OTHER INFORMATION

Please include here any additional background information you feel would be helpful for your therapist to know:
