



## Frequently Asked Questions

### How long are appointments?

The first appointment last 75 minutes for the initial assessment. Each subsequent regular appointment lasts 50 minutes. Longer regular appointments are available on request.

### What are your fees?

#### Counselling & psychotherapy

Fees for counselling and psychotherapy with our registered psychotherapists are \$195-\$220 plus HST for the initial 75-minute assessment, and \$130-\$145 plus HST per 50-minute appointment thereafter.

Fees for services with a counselling intern are \$97.50 + HST per initial assessment (75 minutes) and \$65 + HST for regular 50-minute appointments.

Longer appointments are available on request, and are billed at \$60-\$72.50 per extra half hour or part thereof. Fees are payable in full at the end of each session, by cheque, debit or credit card, in cash or by bank transfer. A receipt is provided for each appointment. A \$25 fee is charged for any cheque returned for non-sufficient funds.

**Please note:** As of December 1, 2019, the new rate for sessions with Natalie Carrière will be \$145 + HST for regular 50-minute sessions, and \$217.50 for 75-minute intake sessions.

#### Lateness and missed appointments

In case the client is late, the total fee will be payable and the appointment will end at the scheduled time. In case the psychotherapist is late, the session will last for the 50 allocated minutes.

Missed appointments or appointments cancelled with less than 24 hours' notice are billed at the regular rate.

#### Other fees

Other fees may apply.

Filling out of forms: billed at the pro-rated hourly rate of \$130-\$145+ HST

Therapy report, billed at the pro-rated hourly rate of \$130-\$145 +HST

Letter (short, one-page): \$50 +HST

### **What methods of payment do you accept?**

We accept cash, cheque, debit, as well as VISA, MasterCard and American Express. Cheques returned NSF are subject to a \$25 service fee.

### **Do you offer evening and weekend appointments?**

Yes. Limited evening and weekends appointments are available and must be booked in advance.

### **Are your services covered by my insurance?**

Receipts are issued upon payment and may be submitted to your insurance provider. We encourage you to contact your provider to confirm coverage details. Receipts may also be used for income tax purposes.

For more information on the inclusion of registered psychotherapists (RPs) in private health insurance plans, [click here](#). To find out how you can help, please [click here](#).

You can access a template letter for your union or employer, requesting that RPs coverage be added to your plan, [here](#).

### **What about confidentiality?**

The counselling and psychotherapy practice at The Lighthouse in Kemptville follows very strict ethical standards and takes place according to the standards established in the College of Registered Psychotherapists of Ontario guide. It also complies with the Code of Ethics of the Canadian Counselling and Psychotherapy Association.

Confidentiality is of utmost importance at The Lighthouse in Kemptville. It is an intrinsic element of the offered services. All information collected during the sessions are considered confidential and cannot be disclosed to a third party unless the client provides written permission. Without this written permission, we will not transmit any information about you or your file to anybody. However, as stipulated in the legislation and the above-named codes of ethics, the confidentiality rule does not apply in the following cases:

1. when there is imminent danger that you hurt yourself, or end your life;
2. when there is imminent danger that you hurt or wish to hurt another person (the person at risk must be informed thereof);
3. when you believe that a child under the age of 16 or a senior citizen (65 and older) is victim of abuse (physical, sexual, emotional) or neglect;

4. in a case where there is a court order or an examination by a designated professional order;
5. in a case of sexual abuse or harassment inflicted by a professional health care provider.

For more information about professional ethics and confidentiality, you can consult the website of the [College of Registered Psychotherapists of Ontario](#) and the CCPA [Code of Ethics](#).

### **What are some of the risks and benefits of psychotherapy?**

During the therapy process, it is possible that you will feel intense and/or painful emotions related to your past or current situation. This is normal. It is also possible that at the end of the sessions you may still not feel better; sometimes, things may seem worse before they get better. This is normal also.

Psychotherapy helps you to know yourself better, to live with your emotions and to understand the dynamics of your interpersonal relationships. It also enables you to discover your internal resources as well as your sources of personal resilience. In the long term, it promotes better adaptation, as well as psychological and emotional well-being.

At The Lighthouse in Kemptville, we are committed to offer you a secure environment and a compassionate atmosphere to progress together in your therapeutic process.

### **I'm thinking of starting a mindfulness practice and I am wondering what the advantages are of taking your 8-week course over joining a free community group?**

While free group settings offer community spirit, and place to connect with like-minded individuals, our structured 8-week course is designed to support beginners in safely establishing and strengthening their new practice.

Our course is offered by two trained teachers who can reinforce learning objectives, introduce new concepts, provide clarification, normalize experiences and struggles and attend to any barriers.

Our teachers are also experienced, trauma-sensitive registered psychotherapists. This means they can attend to the individual needs of participants, offer appropriate interventions and support, and direct participants to additional resources to support their practice if needed.

Please contact us if you have any questions. We're always happy to provide more information.