Collingwood Psychotherapy & Yoga Centre

Client Booking Policy

New Client Appointment Booking

New clients may seek the services of CPYC through various methods; telephone, email or website.

In all cases clients will have a booking account (MY ACCOUNT) created in the online booking system (hosted by Jane). It is preferred that clients create their account themselves online prior to attending the first appointment. However CPYC will create new client accounts and send a welcome email.

By seeking the services of CPYC clients are agreeing to set up an online My Account using the Jane client management system, in the booking service to book and manage their appointments.

Clients are expected to manage their account through CPYC online booking service (Jane App or via My Account), including booking, rescheduling and canceling appointments, making payments and keeping their personal details up to date

There are times when client accounts are “linked” via “relationships” - please see our Privacy, Confidentiality & Data Policy for further information on consent and permissions.

New Client Intake Form

All CPYC new clients must complete intake forms as part of the online booking process. The intake form is an important document as it is designed to provide the client with CPYC policies and agreement to abide by the policies, as well as several consents. We may also send other related documents prior to your appointments, such as clinical questionnaires. Please see our Privacy, Confidentiality & Data Protection Policy for data we collect.

Booking Schedule & Location

CPYC does not have same day psychotherapy appointment booking but rather, once a client decides to work with a therapist, they are booked into the therapist’s schedule at the same time weekly or biweekly for an indefinite period of time. This is to keep the client’s spot available for a consistent therapeutic experience. Once the client’s therapy is completed, or if the client needs to cancel for any reason, they must provide at least 24 hours notice to cancel their appointment and/or subsequent appointments. A therapist’s schedule may be removed from online booking if they cannot accept new clients.

CPYC currently has two locations:

126 Hurontario Street, Suite 201, Collingwood, ON L9Y 2L8 (therapy office)
124 Ontario Street, Collingwood, ON L9Y 1M3 (therapy office)

It is the client's responsibility to note the location of the therapist they are seeing, this is contained on your email booking confirmation.

Failure to attend

In the event that clients cannot attend psychotherapy appointments, CPYC requires 24 hours notice or we will charge the full fee.

Those clients who do not give us notice are referred to as "no shows". The credit card we hold on file will be charged for clients who do not arrive for their psychotherapy appointment and give less than 24 hours notice. If the client does not have a credit card we will seek payment at their next appointment through an alternative payment method or contact them to discuss payment options. Therapists can use discretion when assessing "no shows" and if an appointment slot is available that week, can rebook the client.

Clients who continue to "no show" for their psychotherapy appointment, and give no notice to cancel or reschedule, take up valuable therapy time and stop other clients from booking into the appointment slot they booked. We understand that "things happen" however if a client habitually (3 times in succession) does not show for their psychotherapy appointment the therapist will discuss discontinuing or pausing therapy until such time that the client can commit to attending.

Client Cancellations/Rescheduling Appointments

Clients who cancel their psychotherapy appointment and cannot reschedule within 24 hours of a booked appointment, will be charged the full fee. When canceling please ALWAYS email your therapist and not the Office Manager.

Clients looking to reschedule their psychotherapy appointment with 24 hours notice,have the option of rescheduling their appointment during that week (if availability allows), or clients who cancel on a Friday can reschedule into the following week.

If weather, a mild illness or physical impairment prevents you from attending your psychotherapy appointment, we will instead do a video or phone session. Please contact your therapist to convert your appointment to online.

In situations when a true emergency (i.e. having to go to hospital) or overwhelming sickness prevents you from attending your psychotherapy appointment we ask that you call the office/therapist as soon as possible to let us know. We will determine at our sole discretion, based on the reason given and client's past history with cancellations, whether we will waive the fee or not. We trust that you will be honest with us.

CPYC Cancellations/Rescheduling Appointments

In the event that a CPYC therapist is unable to get to the office for a client's in-person psychotherapy appointment (e.g. winter conditions make driving to in-person sessions hazardous or minor illness) CPYC will give the client as much notice as possible and CPYC will change the appointment type to online or telephone session. Clients who cannot attend online or telephone appointments at the scheduled time will be charged the full session fee.

Converting Appointment Types

CPYC offers in-person and online psychotherapy sessions. Clients must select the appointment type when booking their appointment. If at a later date the client or CPYC decides that the session type needs to be changed (i.e for weather or minor illness), CPYC and/or the client must discuss (by email or phone) changing the appointment type and mutually agree that this is acceptable.

This can reduce cancellations, especially if the client or CPYC was going to cancel an appointment due to weather or a mild illness.

Virtual Sessions

There are benefits and risks associated with online therapy sessions and clients will be made aware of these before booking and participating in an online session**.**

It is the client's responsibility to uphold the client confidentiality agreement, and CPYC cannot be held responsible for any person or persons who may be with the client when a virtual therapy session is being conducted, wherever the client location may be (e.g. at home, at work).

The client and CPYC are agreeing that no video recording or taping will be conducted when participating in a virtual therapy session, unless written permission has been granted and signed by both parties.

There are clinical limitations when conducting online therapy sessions, such as not being able to read body language, sense emotional cues and facial expressions. CPYC will advise clients if online sessions are not appropriate for their condition.

CPYC will not engage in sessions with clients when they are driving in a moving vehicle whether they are alone or with anyone else driving. This is to ensure both the client and CPYC confidentiality, to ensure the client's physical safety and the safety of others on the road and to create a space where the client can feel free to explore their emotions without other distractions and others listening in. If you come into our virtual session while in a moving vehicle we will decline the session and you will be charged the full fee.

In addition, doing therapy sessions when a client is in a stationary car, even if they are alone, is not conducive to effective therapy on a long term basis. This is because inevitably the phone begins to die or people walk by the car. It does not allow the client to focus effectively and to allow themselves to be vulnerable which is necessary for change in psychotherapy. We will occasionally see people in a parked car, however, this will change the interventions we can use. Psychotherapy in a parked car should not be an ongoing method of engaging in therapy. We will ask that you find a time in our schedule which allows you to be focused, present, alone and in a situation where you do not need to adapt or edit what you say due to the environment you are in.

CPYC has discretion over appropriateness for online therapy sessions to commence or continue. If at any time the therapist feels it is not beneficial to the client, they will inform the client and agree to a way forward.

Recording Sessions

If clients record therapy sessions in any way (e.g. video, audio or virtually) they will be asked to delete these recordings. If they do not a discussion will be held between client and therapist whether sessions can continue safely for all involved. CPYC has the right to terminate treatment if the therapist involved deems necessary.

AI Scribe Recording & Transcription

CPYC may use Jane AI Scribe, A PHIPA-compliant secure AI tool within the Jane Client Management System. This is to support note-taking/clinical charting during sessions. This tool records in real-time, allowing your therapist to remain fully present with you while ensuring your chart is accurate and complete. You will be asked to complete a separate consent form before your therapist uses AI Scribe, this form will be required once, but verbal confirmation will be asked at the start of each session before activating the tool - see details below:

Your Control & Privacy:

- **Verbal Confirmation:** Your therapist will ask for verbal consent at the start of every session before activating the tool.
- **Right to Withdraw:** Participation is entirely optional. You may refuse or withdraw your consent at any time—before or during a session—without any impact on your care.
- **Review & Editing:** Your therapist manually reviews and edits all AI-generated drafts to ensure only relevant clinical information is added to your permanent record.
  Storage & Deletion: Recordings are stored in Jane's encrypted system, are never used to train AI models, and are permanently deleted after the note has been successfully generated and signed by your psychotherapist.
- **Permanent Record:** Once finalized, the written clinical note is stored as part of your file and is retained for 10 years following your last visit, in accordance with CPYC policy and provincial regulations.

Virtual Sessions/Technical Requirements

1:1 Online Appointments is currently supported and best experienced on a computer, laptop, or Android device with Chrome. If you're on an iOS device (iPhone, iPad) you will need the Jane Online Appointments app which is available on the Apple App Store.

Check your internet connection at fast.com. You will need a result of 15Mbps or higher. If you're seeing a number measured in Kbps, that's not good news. If your internet connection isn't great, you will have the option to shut off the video and do an audio-only session.

Couples Online Therapy Appointments

We expect that couples will be in the same location for their virtual couples therapy session.

Please inform your therapist if you are not going to be in the same location to ensure that we schedule your appointment appropriately.

Walk & Talk Sessions

During therapy sessions the client and therapist may agree to do a “walk and talk” session. If this occurs the session will be:

- During daylight hours only
- On an easy, flat, existing, well-lit and marked walking trail in a public area
- Be completed within the scheduled appointment time

Accessibility & Accommodations

CPYC is committed to providing accessibility for clients to be compliant with Ontario’s Accessibility for Ontarians Disabilities Act (AODA). CPYC Accessibility & Accommodations Policy is available via our website.

Client Grievance & Feedback

We welcome client’s feedback. If you have feedback or concerns about your experience at CPYC, please see our Client Grievance & FeedbackPolicy for details on how to share your input. This can be found on our website.

Payments

We require that clients have a credit card on file, it is the client’s responsibility to keep their details up to date and ensure the credit card on file is active and can be used for payment.

CPYC policy is that clients who attend in-person or virtual psychotherapy sessions pay at the start of their session. This enables the client to remain focused during the therapy session and not be distracted by administration burden.

If this does not occur and the client leaves the session without payment being collected, CPYC will take payment from the credit card on file within the next working day,

If you do not have a credit card on file, please add it to your My Account immediately or you will be requested to add it at the next session. CPYC will review client files (every 3 months) to ensure credit card details are up to date, and can reach out to clients to request that they update their credit card details if they have expired or they see no credit card on file.

Payment Types

Two forms of payment are accepted, credit card and cash.

Credit card information is held in our secure online booking system, and when collecting payment this can be taken through the online booking system.

When paying by cash, the exact amount must be available. CPYC does not hold cash, and cannot provide "change".

E-Transfers

E-transfers are only accepted for our larger programs and by discussion with the therapist leading the program. The therapist will provide details on amounts and schedules of payments for these offerings. When sending e-transfers always include in the e-transfer message:

- Full Name (this must be the name you have registered with on your account)
- Therapist Name
- Title of Program/Event

Credit Card Surcharges

If you chose to pay for an event/ larger program/workshop via credit card there will be a 2.4% fee applied. You may instead pay by e transfer for larger programs/workshops/intensives.

Credit card surcharges DO NOT apply to psychotherapy sessions (e.g. 1:1 sessions, couples therapy, family/group therapy).

Receipts

After each client appointment, a receipt will be emailed to the client. This comes from our booking system and has a receipt attachment for ease of access. You cannot access receipts from "My Account". If you delete this email or cannot access your receipt please contact the Office Manager (info@cpyc.ca) who will send you receipts via email.

Statement of Account

Clients can request a statement of account, usually requested for tax purposes. Please contact the Office Manager (info@cpyc.ca) to request a statement, which will be emailed to you.

Insurance Coverage

Insurance coverage works for your psychotherapy appointments if your carrier covers a Registered Social Worker (RSW) with a Masters of Social Work,a Registered Psychotherapist (RP) or a Registered Psychotherapist Qualifying (RPQ). It is the clients responsibility to understand their insurance policy coverage and what it includes/covers (e.g. how many sessions, online etc).

CPYC does not offer direct billing to insurance companies. When you pay CPYC we will issue the client a receipt, which the client submits to their insurance company in order to be reimbursed.

Intensives Payments

CPYC offers intensive sessions for individuals - either ½ day or 1 day with one pre and one post intensive appointment. These sessions require a deposit to secure a place which is taken by credit card only. Please review payment and cancellation policies at the time of booking. Please ask the Office Manager about payment plans for intensives. Please note that credit card payments will be subject to a 2.4% surcharge. You can avoid these surcharges by paying in full through e-transfer to info@cpyc.ca.

Workshops/Groups Payments

CPYC offers workshops and group sessions. These sessions require a deposit which will be requested on registration, followed by full payment the week before the first session. Please review payment and cancellation policies at the time of booking. Please ask the Office Manager about payment plans. Please note that credit card payments may be subject to a surcharge.

Refunds for Workshops, Intensives, Classes

If for any reason workshops, intensives and yoga classes are canceled by CPYC, clients will be notified of the cancellation and refund policy of each event. Funds can be held and applied at a later date for any CPYC service facilitated by the same therapist.

There are no refunds for workshops, intensives or classes if the client does not attend or does not feel satisfied with the content or format of the workshops, intensives or classes. If the client is paying via a payment plan and has not completed payment for the program, full payment will remain due and further services at CPYC will be suspended until full payment has been received. CPYC will take payment via credit card on file. If this credit card has insufficient funds or is suspended, CPYC will request an e-transfer from the client. If the client continues to refuse to pay, legal proceedings may ensue.

If the client cannot attend a portion of the scheduled workshop, intensive or class even if due to illness or medical emergency, there will be no refunds. If the client legitimately misses the event or part of the event, it will be up to the discretion of the therapist running the workshop whether the client can re-do the workshop at a later date or not.

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