

Privacy Statement

One of our primary goals at Dr. Kathleen M. Reay, Inc. is to protect your privacy. Whether you choose to seek face-to-face counselling at our convenient downtown office or you choose to seek telephone or secure online Internet counselling, we will respect and uphold your rights to client confidentiality. Your therapist is registered with at least one professional organization that provide codes of ethical conduct and standards of practice for mental health professionals. According to professional ethical guidelines the personal information you discuss in counselling sessions is confidential. No information will be released without your written authorization.

There are situations, however, in which all mental health professionals are ethically and legally required to disregard confidentiality. Specifically, your client information will need to be shared if there are any potential, imminent risks of harm to yourself, someone else or a child. As well, if a child is at risk of abuse or neglect then we will need to report the situation to the appropriate authorities. Courts of law have the power to demand that we release client records. As with any situation where your confidentiality is required by law, to be broken, we will inform you of our actions and include you in the process. In order to provide the best possible service, counsellors are also ethically required to seek consultation from other counselling professionals or supervisors. In discussing a client's case under these circumstances, no identifying information about the client is revealed. Please be assured that during the initial consultation, your counsellor will fully discuss confidentiality requirements and ethical and legal limitations with you. Please feel free to check out the link provided for the British Columbia Association of Clinical Counsellors www.bc-counsellors.org for more information.

Private Information for Online Counselling

The *British Columbia Association of Clinical Counsellors* also provides ethical and practice standards for how online and Internet based counselling should be delivered. When you go through the signup process you will learn more about this and the limits to providing professional counselling online.

Dr. Kathleen M. Reay, Inc. requires the following private information from all clients at the time you signup and pay for online counselling services:

- Your first and last name
- Your age and date of birth
- Your home address, city, province, country and postal code
- Your home telephone number
- Your email address
- Your occupation
- Your credit card information
- And some basic questions about the nature of your problem

It is very important for you to note: When you sign up for online counselling options, this does not mean your counselling sessions will begin. Sessions begin once all forms are

completed; the counsellor deems that online counselling is appropriate for your needs, and payment has been accepted.

Dr. Kathleen M. Reay, Inc. uses secure Internet systems to protect client/counsellor communications. There is no storage of email or client information on computer hardware. Everything that a client sends to Dr. Kathleen M. Reay Inc. is printed and placed in a client file. Once a message is sent it is printed and messages are erased. There is no digital storage of client information.

Numerous counsellors and other professional helpers who connect with their clients online use Hushmail services because the Hushmail encryption engine is currently the world's premier secure Web-based email system. Counselling clients are provided with total end-to-end email security. Hushmail eliminates the risk of leaving unencrypted files on Web servers. Despite this unsurpassed level of security, sending and receiving encrypted email messages and attachments is as simple as clicking a mouse

Security Precautions

Our site has stringent security measure in place to protect the loss, misuse, and alteration of the information under our control. Dr. Kathleen M. Reay, Inc. uses the industry standard 128-bit SSL (secure socket layer) encryption on all internet-based, online, forms. Your privacy is assured to the best possible standards.

We strongly advise our clients NOT to disclose their email password to anyone. We also advise our clients to sign out of their email accounts and close their browser window when communications are complete. This will help keep all client information private and safe.

Dr. Kathleen M. Reay, Inc. does not hold any responsibility for the security of confidential material that becomes insecure because of actions that clients may take. We strongly advise you to please take every effort to ensure that:

- you do not leave confidential material on a computer screen for other individuals to view;
- you do not store your email on any computer. Instead please print it and keep it in a safe place where others won't be able to access it for your own privacy and peace of mind;
- you do not forward the email to another email address. If you choose to forward the email to another email address then you will remove any security features that are set in place.