



**Military Family**  
Resource Centre  
Montreal Region

WELCOME • SUPPORT • UNITE

## Health Care Services Consent Form

### RULES AND TERMS AND CONDITIONS

Consulting with a social worker allows you to identify personal concerns and issues in order to better understand them.

A consultation is not in itself a guarantee of success. Instead, it's a space where your social worker helps you to identify your own goals and strategies to achieve them. The approaches and techniques used can vary from one social worker to another.

### Confidentiality, Duration and termination of service, Complaint resolution

- The profession of social worker requires respecting the confidential and privileged nature of what is discussed during the meetings. A social worker cannot divulge your personal information without your consent. There are, however, exceptions:
  - If your security or that of another person is compromised as stipulated by law (imminent danger to self or others, requirements under the *Youth Protection Act*, etc.) information will be released to appropriate authorities.
  - If you are involved in a legal proceeding and despite your social worker's refusal to disclose privileged information, a court order requires the release of information to the court.
  - If another social worker of MFRC Montreal Region becomes involved in your dossier they will have access to the information required for their participation.
- We cannot guarantee the confidentiality of exchanges by email or any other technological means.
- For conjugal or family meetings, in order to avoid any type of conflict, any contact with the social worker outside the meetings will be mentioned at the conjugal or family meetings.
- The notes made over the course of your meetings are kept in your file under lock and key. You are entitled to access to your file, and to make corrections or additions to it, following a written request.
- If, for some reason, you miss a meeting without cancelling it in advance, the social worker will follow up with you by phone. If you miss another meeting without notice in advance, the social worker will assume you no longer desire the services being offered. You are welcome to initiate contact for further service if and when you feel the need.
- You are in charge of your consultation and can choose to end it at any time. However, given the fact that a consultation involves a relationship, it's best to advise your social worker of your choice at a meeting.
- We do not provide therapy, legal or financial advice, mediation, legal expertise, audio or video recordings, or any diagnosis whatsoever.
- The services are provided free of charge and are limited to a short-to-medium-term consultation, in other words, 4 to 12 meetings, depending on the individual's needs and objectives.
- For the Code of Conduct issued by the *Ordre des travailleurs sociaux et thérapeutes conjugaux et familiaux du Québec* (OTSTCFQ) (Quebec order of social workers and of conjugal and family therapists), we provide copies upon request or you can consult the order's website.
- In order to offer the best quality of services, you will receive a short survey you are free to complete. Be assured that your answers will remain anonymous and will not be linked to your identity.

If you are not satisfied with the services you receive, please contact the Director General of the Montreal Region Military Family Resource Centre at 450-462-8777, ext. 6813. You can also contact the Ordre de travailleurs sociaux et des thérapeutes conjugaux et familiaux de Québec (OTSTCFQ) at 514-731-3925.

If, after evaluating your situation, we assess that we are unable to meet your needs, we will refer you to an appropriate professional. If you do not want to use the professional's services, you can consult other professionals and we can refer you to their services upon your request.

*I hereby declare that I have read this document and noted the information contained herein, that I have been given an opportunity to ask any questions I may have, and that I understand I may ask questions about anything that concerns me during the meetings.*

\_\_\_\_\_  
Client's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Date of birth

\_\_\_\_\_  
Social worker's signature

\_\_\_\_\_  
Date

