



Centre de ressources pour
les familles des militaires
Région de Montréal

ACCUEILLIR • SOUTENIR • RASSEMBLER

File # _____

Consent to receive care and services

Reaching out to a social worker is a process that allows you to identify your personal difficulties and concerns in order to better understand them.

The process does not in itself offer a guarantee of success, but a place to promote the achievement of objectives set jointly by you and the professional. The approaches and techniques used may differ from one professional to another.

RULES AND TERMS AND CONDITIONS: Confidentiality, Duration, Termination and Resolution of Complaints

1. The profession of social work requires respect for professional secrecy regarding the content of meetings. Only your consent may allow the social worker to disclose certain information. However, there are exceptions:
 - Your safety or that of others is compromised as stipulated in the laws (suicidal or homicidal dangerousness, requirements under the Youth Protection Act, etc.)
 - You are in a legal process and despite the social worker's refusal to transmit information, an order from the judge relieves him of his professional secrecy.
 - Another MFRC Montreal Region worker who must be involved in your case, particularly in the event of your worker's absence, will have access to the information he or she needs to contact you. In the event of a prolonged absence, the worker who will take over will have access to your file in order to offer you services in a spirit of continuity of what has been started with you.
2. We cannot guarantee the confidentiality of exchanges by email or any other technological means since we have no control over the security of your tools (computer, phone). On the other hand, our computers are protected by password and our filing cabinets by a protected level B code.

I consent to communication for *appointments* by:

- email ☐
telephone ☐

I consent to the communication for *relevant references, information or resources* by:

- email ☐
telephone ☐

I consent to the communication for the *transmission of confidential documents (reports or other documents that contain information about you, our meetings or the services we have given you)* by:

- email ☐
mail ☐
fax ☐

3. For family and marital meetings, in order to avoid any type of conflict, contact with the professional outside of the meetings will be reported during family and marital meetings.
4. Evolving notes of the meetings are preserved in your file and kept in Protected B filing cabinets. You have the right to access the file and the right to make corrections to it, following a written request. You can access our Privacy and Information Protection Policy upon request.
5. If you do not show up for your appointment without having cancelled, a reminder by email and phone will be made if you have consented (see point 2). It is up to you to contact us again to set up an appointment if you wish to continue the process.



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6. You remain in control of your process, and you can end it at any time. However, given the relational nature of such an approach, it is preferable to share it during a meeting.
7. We do not offer psychotherapy, legal or financial advice, mediation, forensic expertise, audio or video recording services and do not issue any diagnosis.
8. The services are offered to you free of charge and take into account the needs and goals of each individual.
9. You can access the Code of Ethics for Members of the *Order of Social Workers and Marriage and Family Therapists of Quebec* (OTSTCFQ) upon request or by consulting the OTSTCFQ website.
10. If you are not satisfied with the services offered, you can contact the Executive Director of the Military Family Resource Centre in the Montreal region at 450-462-8777 ext. 6813. You can also contact the OTSTCFQ at 514-731-3925.
11. In order to offer quality services, you will receive a short survey that you will be free to answer. Rest assured that your responses will remain anonymous and will not be linked to your identity.

If, after assessing your situation, we feel that we cannot meet your needs, we will refer you to an appropriate resource. If you refuse the services offered to you, you can consult other professionals and we can refer you to these services, if you request them.

I declare that I have read the information contained in this document, I have had the opportunity to ask all the questions I wanted and I understand that I will be able to ask questions on any subject that concerns me during the meetings.

_____ Signature of the user	_____ Printed name	_____ DoB	_____ Date
_____ Signature of the user	_____ Printed name	_____ DoB	_____ Date
_____ Signature of the professional	_____ Printed name		_____ Date