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[www.ChangeClinic.ca](http://www.ChangeClinic.ca)

### **Change Clinic Office Policy**

Please refer to the information below to learn about how our clinic operates. If you have any questions about our policies, please feel free to speak to your therapist or contact Dr. Matthew or Dr. Heinmaa directly at the telephone number above.

#### **Your First Session**

You have been asked to arrive 15 minutes early to your first session so that you can complete our client intake forms, as well as review and sign our confidentiality agreement. You may also be asked to complete assessment questionnaires at the discretion of your therapist. Your therapist is prepared to answer any questions about the forms, questionnaires and our commitment to confidentiality. If you are uncomfortable with providing information or signing the documents please wait to complete the forms until you have had a chance to discuss them with your therapist

#### **Scheduling a Session**

To schedule a session, please email your therapist directly or call (416) 944-9292 and follow the prompts to leave a confidential voicemail for your therapist. You can also leave a message in our General voice mailbox or contact our Clinic Coordinator at [info@ChangeClinic.ca](mailto:info@ChangeClinic.ca). You can expect a response within 24 hours if you leave a voicemail or send an email on a weekday. If you contact the clinic on a weekend or statutory holiday, we will get in touch with you the following business day.

#### **Cancelling a Session**

In the event that you are unable to make a scheduled appointment, please contact your therapist directly. **PLEASE PROVIDE AT LEAST 48 HOURS NOTICE BEFORE CANCELLING A SESSION.** Cancellations of scheduled sessions with less than 48 hours notice are subject to the full session fee.

#### **Payment**

Fees must be paid following each session. Acceptable methods of payment include VISA, Mastercard, debit, cheque or cash. If you plan to conduct your session over the phone or via Skype, you will be required to provide your credit card information (credit card number, expiration date, and credit card security code) to your therapist prior to the scheduled session.

#### **IN CASE OF AN EMERGENCY:**

If you require emergency services, please contact one of the following numbers for immediate assistance:

- Toronto Distress Centre- 416-408-HELP
- Gerstein Centre Crisis Line- 416-929-5200
- If you are in immediate danger call 911 or proceed to a Hospital Emergency Room