

Heidi Mack, PhD  
Registered Psychotherapist  
Clinical Supervisor

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*Office Hours: Occasional Wednesday evening; Thursday all day and evening; Friday until 2 p.m.  
Supervised clinical practice under Dr. Michael Condra Psychological Registrant #1633. Kingston, Ontario.*

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## GENERAL INFORMATION

Dear Clients:

Please note the following with respect to your participation in the counselling agreement with Heidi Mack.

### **Difference between a Psychiatrist, a Psychologist and a Psychotherapist\*:**

**Who is a Psychiatrist?** A psychiatrist is a medical doctor who is specialized in mental health. They mainly deal with the diagnosis and treatment of mental disorders. Psychiatrists usually prescribe psychiatric medication to treat mental disorders. While many of the greatest therapists in the world are psychiatrists, a typical 21<sup>st</sup>-century psychiatrist hardly ever gets involved in talk therapy. They mostly use medication and sometimes some other methods such as Electroconvulsive Therapy (ECT) to help their patients.

**Who is a Psychologist?** A psychologist is a person who usually holds a doctorate in psychology. Some psychologists offer talk therapy. Others get involved in the diagnosis of mental disorders. Some psychologists do not treat patients. Instead, they offer consultation to organizations and corporations or conduct research or teach at colleges and universities. The term psychologist is a protected term in the US and Canada. In other words, only people who are members of a local regulatory body, such as College of Psychologists of Ontario, may call themselves psychologists. This group of mental health professionals cannot prescribe medication.

**Who is a Psychotherapist?** A psychotherapist is a professional who specifically offer talk therapy for the purpose of treating mental disorders. This title is protected in some jurisdictions. For example, in Ontario, Canada only members of College of Registered Psychotherapists of Ontario (CRPO) may call themselves psychotherapists or registered psychotherapists. Members of CRPO usually hold a Master's degree in psychology or relevant fields. Psychotherapists are not allowed to prescribe medication. When it comes to the treatment of mental disorders, the roles of psychologists and psychotherapists overlap, but, in general, the type of services psychologists offer could go beyond therapy.

\* retrieved from: <http://www.pmspeakers.com/what-is-the-difference-between-a-psychotherapist-a-psychologist-and-a-psychiatrist>

### **Nature and Approach:**

I approach counselling first from a collaborative perspective – with the idea that we are co-creating awareness, respect, understanding and resolution for your presenting issues. This means that you play an important and significant role in the work that we do together. From a broad brush perspective, my

approach is to close the gap between what you want/need/value/believe and how you live – as much as possible. I have an eclectic and secular perspective for therapy and draw on philosophies and interventions primarily from feminist, narrative and, human centred perspectives. I hold an unconditional positive regard and acceptance for clients and take an anti-oppression non-judgmental approach, communicated through empathetic understanding and a deep respect for your own experience and understanding of that experience. I consider the client's perspective, values, beliefs, needs, and dreams as well as their intuitive knowledge of themselves as the foundation for the direction of therapy. I believe that clients have the capacity and resilience to resolve their own problems and make their own decisions and often need an outsider to witness the process and support consolidation and understanding of their experience.

**Office Location and Parking:**

The office is located at 491 Bagot Street on the first floor. There is free parking on the street except between 9 – 10 and 2-3 pm. in those times, there is a parking space behind the office house in #1 (also marked Air bnb).

There is no waiting room so please arrive a few minutes before your session and text me (613 572 1035 to say you've arrived and I will give you the all clear).

**Office Hours:**

As a rule, I work Tuesday, Wednesday from 8 a.m. – 3 p.m. and Thursdays from 8:00 a.m. – noon and 3 p.m. - 6 p.m. I no longer have evenings and weekends available for sessions.

**Fees and Payment, Invoices and Receipts, and Claiming under Insurance:**

The fee for a 55-minute session is \$159.30 (plus 13% H.S.T) which totals \$180. Relationship counselling (when both parties are present) is billed at \$250 for an hour session; \$325 for 1.5 hours; \$400 for two hours (rare but happens sometimes) this fee includes HST.

**Your session fee is due on the day of service.** Payment for first sessions are required by electronic transfer or a cheque dropped off to my office before booking is confirmed. There is no charge for the 20 minute meet and greet session.

**Cancellations:** Sessions must be cancelled 24 hours in advance or will be charged at full fee. This full fee charge will be applied to an account from which I subsidize people's care who are less able to pay for sessions. Should there ever be an incident where I double book you or make a mistake on your booking, I will offer you a session for free (sickness, inclement weather, and other emergencies exempt us all from this offering).

Please note that I wait 20 minutes after your session time to consider the session not recoverable. After 20 minutes, I will consider the session a "no show" and a charge will apply.

**Paying for Sessions:** There are three ways to pay for sessions: 1. cash; 2. cheque made out to 'Heidi Mack'; 3. Interact Transfer (funds will be deposited automatically).

*Paying each time in the office:* There is a flat wooden tray at the entrance of the office, please leave your payment in this tray where you will find your tax/insurance receipt. I will not invoice you if you are paying by session. My preference is to discuss money and payments via email and not during your session time. Please feel free to email me.

**PLEASE NOTE:**

**When claiming my services under third party insurance policies – Dr. Michael Condra #1633 should be inputted as the supervising registered psychologist. Insured clients will receive a receipt under Dr. Condra’s name and uninsured clients will receive a receipt under my name.**

**Confidentiality**

Please note that Kingston is a small town and we will surely see each other out in public. For confidentiality reasons, I will not acknowledge you. Please do not take this personally.

**Limitations of Confidentiality: (as seen on your consent form):**

One of the most important rights of the person seeking counseling is confidentiality. Information revealed by you during counseling sessions will be kept strictly confidential and will not be revealed to any other person or agency without your written permission, with the following exceptions:

*(a) Duty to Warn.* If an individual intends to take harmful, dangerous, or criminal action against another human being, or against himself or herself, it is the counsellor's duty to warn appropriate individuals or agencies of such intentions. Also, any actual or suspected acts of child, elder or disabled person abuse (including physical abuse, sexual abuse, unlawful sexual intercourse, neglect, emotional and psychological abuse) will need to be reported to the appropriate agencies by the counsellor.

*(b) Court Subpoenas.* When lawyers believe that a client’s counsellor may have valuable information for their case, they will subpoena her/his notes, records, and in some instances, even the counsellor themselves. In general, once a subpoena is served on a counsellor, it must be obeyed or the counsellor can be charged with contempt.

*(c) Consultation.* Information about you may be discussed in confidence, without revealing your identity, with other counselling professionals for the purpose of consultation and providing you with the best possible service.

*(d) Supervision.* If you are covered under third party insurance, a session summary of our work together will be shared with my psychological supervisor Dr. Mike Condra on a monthly basis. Dr. Condra reviews my cases and is up-to-date on our work together.

**Communication:**

I do best with email communication. If you email me and I do not respond within 24 hours, please text me at 613.572.1035 or email again as new emails in particular have been known to go to SPAM.

*Emails:* While I do accept your emails as pieces of narratives that contribute to your story and your processing your story – that is, I welcome reflections and writings to read before I see you for your next session -- I do not counsel by email (or by text) unless we have arranged such a therapeutic process of letter writing. I suggest passwording your word document using your first name in FULLCAPS in order to protect yourself and your story.

**Frequency of Sessions:**

Generally (but not always) clients follow a pattern of seeing me once a week (usually at a regular and scheduled time) until they feel as though they are standing more firmly on the ground. After that, the frequency spreads out to every two weeks or once a month depending on need. After that, sessions are booked on an ‘as need’ basis.

**Our Good Fit and Termination of Service:**

It is my preference that you and I are a good therapeutic match. This means that my competence and skills match your needs and goals as a client and that our way of being is also a good match. Generally, this match is determined in a first communication by email or in our first meeting together. To this end, there is an opportunity for you to have a 20 minute meet and greet session before you begin a

therapeutic relationship with me where we discuss your goals and my competence and get a sense of each other. I like to have this meet and greet in person but it can also be done on the phone. I have learned that, like a good fitting pair of jeans, the best work is done when we ‘fit’ well together and I appreciate a chance to make sure this is true for us.

If you ever find yourself in a position to not want me to be your therapist, I would appreciate if you would let me know so that I can give your place to another client waiting for space in the practice. You need not ever explain to me why it is that you are leaving though I welcome feedback whenever it comes to me.

**Clients Under the Age of 18:**

If you are seeking my services, are under the age of 18, and/or you are living with one or more of your parents, I will be unable to see you unless there is a clear consent that your care is either fully disclosed and shared with your parent(s) OR fully confidential with the caveat that your parents know you are seeing me or are paying for my services and accept that they will not be privy to the therapeutic process you are going through. To be clear: This means that either your parents are fully involved in your care and I have your written consent to share the file OR they are not involved in your care at all even if they are paying for my services. I will ask that you sign a consent form that indicates which of these clear choices you are making.

**Our Collaborative Sessional Time:**

Your session time with me is best used by your careful consideration about what you most need from a professional, what can be managed by friends and family support, and what you want to bring to session beforehand. You will often hear me ask you “So, where do you want to go today?” or “How can we best use our time together?” or “what do you need most?” at the beginning of a session. Your coming to session is about your willingness to dive into unfamiliar territory, to tell your story, to learn, to see new things, to be vulnerable. I think of the work we do in session as collaborative. I will open to you, your needs, your pain, your confusion, your fear, your dreams in an inclusive, non judgmental way.

Thank you,



Heidi Mack, PhD  
Certified Canadian Psychotherapist