

# LEARNING

DEVELOPMENT & SUCCESS

## PROCEDURES AND GUIDELINES GOVERNING APPOINTMENTS

Welcome! Please review and complete this form and return by e-mail to [learning@uwo.ca](mailto:learning@uwo.ca) in advance of your appointment. These procedures and guidelines apply to all appointments with our service.

### CONFIDENTIALITY

The information you provide to Learning Development staff, including verbal, written, electronic, recorded or by means of questionnaires, is confidential with the following exceptions:

- 1) We are required by law to report to the appropriate authorities any suspicions that a child (i.e., someone who is presently under 16 years of age), or anyone who resides in a Long-Term Care Home or Retirement Home, has been or is being abused or mistreated. We may also make a report if we have suspicions that a youth under age 18 is in need of protection.
- 2) If you are at risk of harm to yourself or others, we may need to reveal to an appropriate third party (including your emergency contact person, your parents, other professionals, and/or university personnel or police) enough information to help you.
- 3) If you are a Western employee, we are required by law to comply with workplace legislation to protect you from violence or harassment at the workplace. In compliance with that legislation we may determine that it is necessary to disclose to others at the University, including Campus Police, or to external police agencies, information that you provide.
- 4) If you are involved in a legal proceeding, the court may subpoena our records.
- 5) If you reveal to us that you have been sexually abused by a health care provider who is covered by the Regulated Health Professions Act (e.g., physicians, psychologists, RPs) we are required by law to report the name of the offending member to his or her governing body, although we will not reveal your name unless we receive written permission from you to do so. It should be noted that the current legal definition of sexual abuse includes both touching of a sexual nature and demeaning remarks of a sexual nature.

### PRIVACY & YOUR PERSONAL HEALTH INFORMATION.

Staff in Learning Development & Success comply with the Personal Health Information Protection Act (PHIPA) and all other applicable laws. Records of appointments are kept in a secure location for a minimum of 10 years past the last appointment and are then destroyed in a manner compliant with the PHIPA. Records of appointments may include personal health information that you provide to us, as well as a summary of what was discussed during the appointment. E-mail communications will also be included in the record, and should only be used for non-urgent and non-therapeutic purposes such as rescheduling appointments. Please be assured that information you provide will not become part of your school record. Learning Development staff can provide further information about your privacy upon request.

### LATENESS, NO-SHOW AND CANCELLATION POLICIES

We ask that you provide a minimum 24 hours notice to cancel an appointment; please contact reception or your counsellor as soon as possible after a missed appointment. Students who fail to give adequate notice on 2 occasions will need to contact reception regarding other options for receiving help with Learning Development & Success and/or being placed on a waiting list.

I \_\_\_\_\_ have reviewed the above PROCEDURES AND GUIDELINES. If I have questions, I will ask them at the beginning of my appointment. YES NO

Date: \_\_\_\_\_

Counsellor signature/designation: \_\_\_\_\_ Date: \_\_\_\_\_ (Rev.S 2019)