

NEED TO KNOW DOCUMENT

Thank you for choosing EVOLVE WELL Counsellors to partner with you on your journey of healing: heart, soul, mind, and strength. Please be sure to read this document in its entirety.

Web-based Session

Unlike traditional counselling, web-based sessions offer you the convenience from the comfort of your own home! With that said, please consider the confidentiality limitations that come as a result of the nature of exchanging information online.

Confidentiality

With the exception of information that is endangering to others or to yourself, all the information obtained/derived by the course of interacting with Evolve Well is fully confidential

Sessions

Relational or personal sessions are different from counselling in that the focus is to facilitate personal and relational development and emotional health, not to treat psychopathology. These one-on-one sessions are designed to uncover current problem spots and help you thrive in your personal and relational life.

Sessions

These one-on-one sessions are not intended to diagnose or treat mental illness or replace a medical diagnosis. Sessions are limited to clients who are age 16 or above, and not in need of 24-hour care. Please call 9-1-1 or the local crisis hotline in case of an emergency.

Fees and Payment

All payments are due in full BEFORE each session. Your payment will reserve and confirm your allotted session time. If you fail to complete payment your selected time will not be reserved or held.

All payment are 100% online
e-transfer payment to
evolvewellcounselors@gmail.com

Insurance

All sessions are a pay-for-service experience for which your insurance cannot be billed.

Cancellation

When an appointment is scheduled, that time is reserved for you. No refunds will be made for missed appointments or cancellations that are initiated by the client.

Running Late & No Show

Please do not be late for your session. If you are running late, please email **evolvewellcounselors@gmail.com** with the subject line "LATE", your session time, and when you think you will be able to log in to zoom.

ZOOM

Be sure you have a ZOOM account that is active and working, as all appointments will take place via ZOOM. Please also check that your microphone, camera, and wifi have a strong stable connection.

Communications

All communication including cancellations, reschedule requests, concerns, and customer service issues should be sent to **admin@evolvewellcounselors.com**

NEED TO KNOW DOCUMENT Cont.

The following information will help you understand the consultation experience and expectations for our work together.

Expectation from Us

- Be a co-discoverer in the process of exploring your story
- Listen intentionally and ask questions to guide you in self-reflection
- Help to resource you as you run after your goals
- Respect the confidentiality agreement
- Provide support, safety, and encouragement
- Seek to draw out your fullest Self
- Expand your view of what is happening underneath the surface, increase your awareness, and invite you to discover new insights
- Give you input, and straight feedback, and operate as a sounding board

Confirmation E-mails

Upon payment, check your email inbox (including spam folder) for email which will be with your zoom meeting link. The email subject line will be "Appointment Confirmation." Please save this email with these details for your session and check that the date and time are correct.

Consent Cont.

You have read and understand the above disclosure about the services provided. You agree to release, indemnify, hold harmless, and defend EVOLVE WELL from and against any and all claims or liability, of whatsoever kind or nature, which you or your representatives may have, for any loss, damage or injury, including without limitation, physical, emotional, mental, financial, or spiritual, arising out of or in connection with your sessions.

We will expect that you will

- Cultivate honesty with yourself and within the consulting relationship
- Be open to learning new ideas and inform your counsellor as to what is working and not working for you
- Take ownership of your growth process and responsibility for "doing the work" of healing
- Be responsible for all your appointment details (zoom link, payment, date and time) etc.
- Come ready to explore possible ways to heal and be well

Acknowledgement & Consent

You understand that your consent to the nature of our sessions is given voluntarily, without coercion, and may be withdrawn at any time. You represent that you are competent and able to understand the nature of our proposed sessions and agree to be personally responsible for the related fees.

Ready to Proceed

I have read, understand, and agree with the above terms
I am ready to get healthy.

Note

The approaches offered are **not** intended to be a substitute for a medical diagnosis or psychotherapy.

COUNSELLING VS COACHING

Not sure which service fits your needs? Compare our **Christian Counselling and Faith-Based Mental Wellness Coaching** to see what's right for you.

PSYCHOTHERAPY

- Healing and restoration from emotional, relational, or spiritual challenges
- Past and present experiences; understanding emotional patterns
- Evidence-informed
- Individuals or couples seeking emotional healing, therapy, or ongoing care
- Reflective conversation, emotional exploration, coping strategies, prayer and biblical insight
- Structured, therapeutic sessions
- Sessions may address mental health concerns requiring professional care

COUNSELLING

- Support, clarity, and personal growth; goal-focused guidance
- Present challenges and future goals; practical strategies
- Goal-oriented counselling with encouragement, accountability, and faith-based reflection if desired
- Individuals seeking guidance, life direction, or emotional support outside of therapy
- Goal-setting, problem-solving, practical strategies, accountability, prayer and faith reflection if desired
- Supportive, goal-focused sessions

What is RN Psychotherapy?

A Registered Nurse Psychotherapist is a Psychotherapist practicing under the restricted title of Registered Nurse, who is competently practicing with the appropriate knowledge, skill and judgment to perform the controlled act of psychotherapy. "Based on the RHPA definition, there are five elements in the controlled act and All five elements must be met to be performing the controlled act" ([CNO, 2023](#)).

Do you offer evening or weekend appointments?

Yes! I provide online psychotherapy in the evenings and on Saturdays to accommodate busy schedules.

Do I need to be Christian to work with you?

No. While I can integrate faith into therapy if requested, sessions are client-directed and inclusive for all beliefs.

How long is a session?

Sessions are 50–60 minutes long.

Can I book a package or just single sessions?

Both options are available. Single sessions are listed on the website, and structured therapy packages can be discussed when you book your first session.

What should I expect in my first session?

We'll discuss your goals, current challenges, and what support would be most helpful. Together, we'll create a plan that fits your schedule, needs, and preferences.

Can I use my group benefit/insurance to cover costs?

Private Psychotherapy is not covered under the Ontario Health Insurance Plan (OHIP). Private psychotherapy is, however, covered under many extended health insurance plans. Not all insurance providers recognize Registered Nurses as a Psychotherapist although RNs are regulated to perform psychotherapy. You may have to check directly with your insurance provider to see if it is covered. Regardless, receipts are provided, which can be utilized for reimbursement from insurance companies or as a medical expense claim on your income tax. Clarify with your insurance provider if services will be covered.

Is therapy confidential?

Yes. Your privacy is a top priority. All sessions are confidential within the limits of the law, and we'll review this fully in your intake session.

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Can I do online therapy only in Ontario? or anywhere in Canada?

Yes, you can do therapy online from anywhere in Canada, but the therapist must be licensed to practice in the province where you live. Evolve Well offers secure virtual sessions, and many provinces have regulations allowing licensed professionals to provide therapy across provincial borders. Always check with your therapist to ensure they are licensed to practice in your province.

When do I expect to begin to see results?

The time it takes to see results from therapy varies for each person, depending on factors like the type of therapy, the complexity of your concerns, and how often you attend sessions. Some people may start noticing improvements within a few sessions, while others may need several months of regular therapy. Typically, short-term therapy might last 8-12 sessions, but deeper or long-term issues may require more time. Your therapist can help set realistic expectations based on your specific situation.