



Notice of Fee Changes

March 26, 2010

For over 60 years, KW Counselling Services has supported all members of our community in reaching their goals and achieving their full potential. In an effort to continue providing quality, accessible and responsive service, KW Counselling Services will be changing our fee rates and how fees are collected **effective April 30, 2010.**

If you have financial concerns or concerns about the changes below, please discuss them with your therapist so that we can ensure your needs are being met.

Changes to fee rates are NOT retroactive. This means if you have established a fee rate prior to April 30, 2010, your fee will not change.

These changes DO NOT impact those who are presently accessing the following programs:

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|---------------------------------------|---------------------------------------|
| • OK2BME | • Ontario Works |
| • Adult Probation | • Ontario Disability Support Program |
| • Youth Justice | • Any Employee Assistance Program |
| • Violence Against Women | • Parent Teen Mediation FACS referred |
| • Health Connect Counselling Partners | |

The fee changes are as follows:

1. Late cancellations and No-Shows will be billed at the following rates:
 - Late cancellations (less than 24 hours notice) = 100% of the scheduled session rate
 - No-Shows (not showing up for your session without 24 hours notice) = 100% of the scheduled session rate

Your appointment is a contract for exclusive use of the therapist's time during that appointment time. No-show and late cancellation fees cover the therapist's reserved time, therefore, these fees will still be charged even if the session is re-scheduled.

If you need to cancel your appointment, please contact main reception 24 hours prior to your appointment time to avoid being billed.

2. Late arrivals (later than 15 minutes after the scheduled start of the session) will be rescheduled and a No-Show fee will be charged at 100% of the scheduled session rate.
3. Clients are required to make full payment upfront before receiving service. If you are unable to make full upfront payment your therapist will discuss options with you.

We thank you for your continued support as we look forward to another 60 years of quality service to our community.