

### Terminology:

"I" refers to the yoga therapist or to threeOMs Yoga Therapy.

"You" refers to the client.

### COMMUNICATION:

Although Social Media (Facebook, Instagram, LinkedIn, etc.) is a great vector of communication and promotion of threeOMs Yoga Therapy services and may be the initial mode of contact between you and I, it is not the preferred method of continued contact between us. There is a greater risk of a breach of confidentiality and online data insecurity when sharing personal information in this manner in comparison to communicating via text, phone or email. We will discuss both of our preferred means of communication and exchange our direct contact information prior to or at our first appointment together.

I am unavailable to take or return calls and respond to emails or texts between 10:00pm to 7:00am daily.

I also ask that any in depth conversations or disclosure of personal information be saved for our yoga therapy sessions together unless it is necessary to disclose this information in that moment.

Please keep your contact information up to date.

Any changes to my contact information will be communicated to you as soon as possible.

### CONFIDENTIALITY:

All client information will be kept confidential within threeOMS Yoga Therapy unless you give written authorization. Except in emergencies, verbal authorization will not be sufficient.

However, there are certain situations under which confidentiality may be breached:

- \* If there is suspected abuse or neglect of a child, dependent adult or a person with developmental delays;
- \* If you give strong indications that you are likely to harm yourself or others;
- \* If your yoga therapy records are subpoenaed by a court of law;
- \* If you bring a complaint against me with a provincial or federal regulatory agency;
- \* If you are involved in a life threatening emergency (in which information pertinent to that emergency may be released);
- \* If an involuntary commitment for mental health assessment is deemed necessary.

Please submit all confidential documents via fax (1-825-625-2500), in person or by proxy.

*Regarding MINORS: Parents/legal guardians have rights to information regarding treatment with their children. However, for yoga therapy to be effective, the child must have an assurance of confidentiality. Because of this, it is my policy to ask parents to agree that information will be shared only with the child's permission, except in situations where the child's safety is at stake. Group discussions between the parents, the child and the yoga therapist will be encouraged as a way to foster the therapeutic relationship between the family unit and the yoga therapist.*

## **FORMAT/LOCATION OF SESSIONS:**

Yoga therapy sessions are conducted in person at the threeOMs Yoga Therapy office (located at 206 Pembina Road, Sherwood Park, Alberta).

Only when therapeutically or medically necessary will the sessions be available off-site (e.g. in the client's home or other location) or online (via Zoom or Google Meet).

## **PRICING & PAYMENT:**

The most current price list is available for download on the threeOMs Yoga Therapy website ([www.threeoms.com](http://www.threeoms.com)). Please contact threeOMs Yoga Therapy for any pricing clarifications.

In Canada, there is currently NO health benefits coverage or automatic billing by the majority of health care plans. Please keep all receipts and talk to your accountant about claiming on taxes as "unclaimed health expenses". It may be possible to claim your yoga therapy expenses with some health or wellness spending accounts. Advocate for *yoga therapy with a C-IAYT* to be included if it is not yet covered by your benefits provider.

threeOMs Yoga Therapy accepts debit, credit, e-transfer and cash as payment. An NSF fee of 10% of the charge amount may be applied. No GST will be charged for threeOMs Yoga Therapy services at this time.

## **CANCELLATION/ NO SHOWS:**

We lead busy lives and things can go unexpectedly! If you are unable to make it to an appointment or are running late, please contact me as soon as possible. If I am running late or unable to make the appointment, I will contact you (via your preferred means of communication) as soon as I can.

In the case of illness, please cancel the appointment and book for a later date when you and/or others in your care or household are well. Poor road/ driving conditions may be another reason to cancel the appointment and reschedule when the roads/ weather improve.

I do not have a formal late cancellation or a "no show" fee at the moment; however, if it becomes apparent that I need to implement something of this nature due to repeated late cancellations or no shows, the affected client will be notified of the change in policy and will be charged 50% of the session fee for each late cancellation or no show going forward.

A late cancellation is considered less than 60 minutes prior to the appointment start time.

## **PHYSICAL TOUCH:**

Yoga therapy can sometimes involve touch to calm the nervous system, bring awareness to a body area, or relieve tension. This type of physical touch is always respectful, professional and only used when it is viewed as a way to positively assist your practice.

I will use touch only when/if you consent to its use.

## **STORAGE/ DESTRUCTION OF PERSONAL HEALTH INFORMATION:**

threeOMS Yoga Therapy follows similar provincial and federal guidelines/ parameters for personal health data storage and destruction for both active and inactive clients.

Active clients: your personal health information and associated yoga therapy documentation will be kept in a secure manner for as long as you remain an active client (less than 365 days between appointments).

Inactive clients: your personal information will be stored in a secure manner and will be destroyed after ten (10) years of inactivity.

Similar to all other personal health records, you have the right to gain access to your yoga therapy records via written request to threeOMs Yoga Therapy anytime up until the destruction of your records.

## **PROFESSIONAL CONSULTATION:**

To ensure that I am giving you the best treatment possible, I consult with other professionals in my circle of yoga therapists and health care providers. These colleagues are ethically bound to the same tenets of confidentiality. Please know that your identity will remain protected during these case consultations.

## **MARKETING COMMUNICATION:**

I will not use your health or personal information for marketing purposes without your written authorization. I will not send you regular promotional communications and threeOMs Yoga Therapy updates (via newsletters, emails, etc.) without your prior consent.

## **RIGHT OF REFUSAL:**

The client has the right to refuse my treatment direction or yoga therapy expertise.

I have the right to refuse service in the event that a client shows up under an altered influence of alcohol, drugs or medication, that a client becomes violent or abusive in nature towards him/herself or towards me, that the client does not appear to be motivated to be an active part of the therapeutic yoga process, or in the event that the goals, direction, vision, personality and/or disease condition presenting does not match between the client and the yoga therapist.