

# Discovery Call:

## *Information To Know Before Connecting.*

### **LOGISTICS**

- a. Name of the Therapist Who Will You:
- b. Date of Discovery Phone Call:
- c. Start Time:
- d. End Time:
- e. Phone Number The Therapist Will Use:

### **How Does Your Discovery Call Work?**

We offer this complimentary option to help you choose to attend a first therapy session. During this 15-minute phone conversation, one of our warm and approachable therapists will call you to introduce themselves and guide you through the key logistics of becoming a client, including discussing confidentiality issues and what to expect during your first counselling session. This is also the perfect time to ask your questions about therapy.

#### **a. Does this discovery meeting mean I am a client?**

No, not at this stage. After completing the informed consent paperwork and agreeing to work together with your therapist, you will officially become a client. This usually happens by the second meeting.

#### **b. Is this discovery phone call a therapy meeting?**

No. This discovery phone call is not considered therapy. It is an opportunity to meet a potential therapist and to learn how a first session may unfold. During this information call, the therapist will be careful not to ask personal questions since you have not been briefed on your rights and have not entered into a professional working relationship where you will be offered a high degree of privacy/confidentiality.

#### **c. Do you collect my personal information?**

We collect some basic information (e.g., email, name, reason for contact), which the admin team may keep for at least a year in a folder called “discovery contacts.” The admin will transfer this information to your counselling file if you become a client.

#### **d. If I need more support than what the Discovery Call offers.**

Please call 9-8-8 or access this link for more information:

<https://www.canada.ca/en/public-health/services/mental-health-services/mental-health-get-help.html>.