



Communication Policy

I want communication to be convenient, yet also ensure it remains as confidential as possible. In order to do so I limit contact via text or email to administrative purposes such as arranging or changing appointments, or forwarding links to articles, resources, etc. I have a dedicated and private work phone number, voicemail, and email account. Even so, there is a reasonable chance that information sent via text or email may be intercepted by a third party - such as those who may have access to your devices, your employer or school if you use school or work accounts or devices to connect, or internet server administrators and others who monitor internet traffic. As such, I cannot guarantee that information sent electronically via email, or text will be fully confidential. Additionally, any email or text messages become part of your counselling records and may be shared along with your record should the documents be subpoenaed or be required to be released as explained above in the limits of confidentiality section. If you have any questions or concerns around this, please let's discuss it.

If you choose to engage with any of my professional profiles online via Google Business or Social Media, please keep in mind that these are not secure and confidential platforms. You have a choice in how you interact and what such interactions could potentially expose. I will never solicit reviews or feedback online, or engage in online conversations or responses to ensure that I am respecting your full confidentiality.

I can be reached at 250-328-5658 and you can also email me directly at spencer@cottonwoodcounselling.com. I will do my best to respond to phone calls and texts within a 48 hour period, but there may be times when I am unavailable for longer periods.

Please do not email or call if you are currently in crisis, as I do not provide emergency services and cannot guarantee an immediate response. If you're in crisis, please call the National Suicide Line at 9-8-8, this number can be used for all mental health crisis situations - not only thoughts of suicide. If you need to talk to someone quickly, 9-8-8 is a great resource. Otherwise please call emergency services at 9-1-1, or visit the local emergency department.

Last updated June 15, 2024