Counselling & Coaching Services

Thank you for choosing the counselling/coaching services of **Dr. Roberta Borgen (Neault)**, CCC, CCDP. Some counsellors and coaches make a clear distinction between those two roles. As a certified counsellor and career development facilitator, however, I adjust my counselling and coaching style to the specific needs of my clients. During our first meeting, we will discuss your goals, expectations, and preferences for our work together. This document is intended to provide you with important information about my experience, qualifications, and credentials, as well as to ensure you understand my expectations for your role.

Credentials and Work Experience: I have a PhD in educational psychology and an MA in counselling psychology from Simon Fraser University. I teach counsellors in masters programs at several Canadian universities and, through Life Strategies' Career Management Professional program, I train career practitioners. Within Canada, I am registered as a certified counsellor (CCC) and career development practitioner (CCDP). Internationally, I am certified as a Master GCDF instructor and Personality Dimensions trainer. My counselling training included supervised fieldwork at Simon Fraser University's counselling centre. My research has focused on career management in changing organizations, the reemployment of displaced workers, and work-life balance issues, especially within dual-career families.

Most of my experience over the past three decades has been with adults experiencing career/life transitions. I have worked (individually and in groups) with hundreds of adults facing a wide range of challenges, including career indecision, career management and advancement, job loss, vocational rehabilitation, low self-confidence, depression, anxiety, grief, relationship conflict, parenting challenges, and living with cancer. I have also worked with thousands of graduate and under-graduate students as they strive to plan and manage their careers within the increasingly global labour market.

Process of Counselling/Coaching: My approach to counseling/coaching will be directly connected to your goals for our work together. I tend to work in a very positive and solution-focused style – my research showed that optimism was the single best predictor of career success and job satisfaction! Our first session generally runs longer than an hour (but with no additional fee). This provides time for us to discuss the problem or concern that brought you to see me and, together, to decide on an approach for resolving it.

Sometimes we are able to resolve your problem in the first session (e.g., you may want help making a decision or preparing for an important interview). Other times, we may decide together that further assessment would be helpful – in such cases, we may follow-up with access to specific online tools via email or I may send you home with some assessment tools to complete before our next session.

Once the assessment process is complete, we will debrief results and work together to develop and implement an action plan to help you achieve your goals. You will likely experience the greatest success in the shortest amount of time if you are willing and able to complete activities and practice new skills between our sessions.

Research has shown that a significant amount of counseling success can be attributed to a strong working relationship between the counsellor/coach and client. Therefore, it's very important that you feel comfortable letting me know if our relationship isn't working for you. I will do my best to refer you to another counsellor/coach who might be a better fit. Some clients prefer working with a counsellor/coach who has similar beliefs, values, or life experiences. Although I am very comfortable working across cultures and have successfully assisted clients from diverse backgrounds (including students, senior executives, First Nations, immigrants, expatriates, LGBTQ clients, couples, teens, and people with a variety of spiritual beliefs), it might be important for you to know a little about my own background. I was married for over 30 years, before my husband passed away, have two adult daughters and five grandchildren. I have experienced elder-care responsibilities, juggling work and grad school, and I travel extensively, internationally. If you prefer a faith-based approach to counseling, you may find it important to know that my personal beliefs are Christian.

Referrals: Some of my clients are referred by others (e.g., insurers, other professionals, parents, employers). This creates slightly different dynamics than with clients who have independently chosen me as a counsellor or coach. If this is your situation (i.e., you have been referred to me by someone else), we will spend part of our time at the first session clarifying the expectations of the person who referred you as well as clarifying your personal goals. We will also discuss the logistics of confidentiality, reporting, payments, and mandates that may impose limitations on our work together. If appropriate, you may be asked to sign a *Consent to Release Information* form.

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Confidentiality and Record-Keeping: I will keep anything that you tell me in strictest confidence unless I have your permission to tell someone. The only exceptions are: (1) Within Life Strategies Ltd., we work as a team. Team members have access to files, emails, and financial records. We also consult each other to ensure that we are providing the best possible support to our clients. All team members are committed to keeping client information confidential. (2) I may consult another professional about your concerns and how I might help you, but I will do so without using your name. You have the right to ask me not to consult with anyone. (3) If you tell me you are going to harm yourself or someone else, or inform me of a case of child or elder abuse, I am required to do anything I reasonably can to prevent it or, in the case of child abuse, to report it. (4) If we connect using technology, including but not limited to e-mail, phone, text message, video conferencing, and online assessment tools, there are limits to confidentiality that are important to acknowledge. Refer to our *Technology & Your Privacy* infosheet for more details. (5) On rare occasions, counselling records or counsellors/coaches are subpoenaed. This has never yet happened within my practice as a counsellor.

Our records are stored securely in our administrative office, our computers are password protected and we keep client files for 7 years after our last contact and then destroy them (i.e., shred or burn).

Your Rights as a Client / Potential Risks: You have the right to understand my reasons for making suggestions or using particular procedures. I will try to explain clearly, but if you have any questions, please ask them–another of your rights. You also have the right to refuse to do anything I suggest. And you have the right, at any time and for any reason, to decide you do not want to continue working with me. Counselling/coaching may provoke unpleasant feelings or memories. Please let me know if you need to change the pace or process of our work together. In some cases, particularly if you have been referred by a third-party funder such as an insurer, there are additional risks to consider if you want to terminate counselling. I am happy to discuss all your options with you to help you to make informed choices.

Logistical Considerations: Given the current COVID-19 restrictions and general uncertainty, to adhere to physical and social distancing best practices, we are recommending meeting solely online at this time. We recognize, however, that some clients may still prefer to connect in person and can make special arrangements should this be warranted in accordance with safety protocols (e.g., health screening, PPE, physical distancing).

Most counselling sessions take place weekly or monthly and last one hour. Depending on your concerns, however, sessions may be scheduled more or less frequently, for longer or shorter times as appropriate. The number of sessions needed varies with each person and problem; after I fully understand your concerns, we will discuss the number of sessions you might need. Life Strategies Ltd.'s standard fee for counselling/coaching is $150+ per hour, payable by cash, cheque, VISA, or MasterCard. Please note that "counselling" services are GST exempt; however, "coaching" services will be subject to tax. For short contacts, fees may be billed in increments ($25/10 minutes). Assessment materials and other resources are priced individually and are not included in the hourly fee. Package prices are available for some career assessments and vocational rehabilitation reports. Payments are due immediately after our session. Scheduled sessions require cancellation 24 hours in advance or a 50% cancellation fee will apply.

Concerns or Questions: Through memberships in the following associations, I have committed to follow several codes of ethics. If you have any concerns about our work together, my hope is that we will have the kind of working relationship that you will be comfortable raising those concerns directly with me. However, please know that you may also contact the following associations directly to report or discuss any ethical concerns.
Canadian Counselling and Psychotherapy Association (re my CCC status): www.ccpa-accp.ca
BCCDP (re my CCDP status): info@bccda.org

Dr. Roberta Borgen (Neault), CCC, CCDP, GCDF-i,

I have read and understand the information in this document

Signature: _____ *Date:* _____

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