



Confidentiality & Privacy Policy

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The law protects the relationship between a client and counselor or coach & mentor, and information cannot be disclosed without written permission.

Exceptions include:

- Suspected child abuse or dependent adult or elder abuse, for which the counselor or coach is required by law to report this to the appropriate authorities immediately.
- If a client is threatening serious bodily harm to another person/s, the counselor or coach must notify the police and inform the intended victim.
- If a client intends to harm himself or herself, the counselor or coach will make every effort to enlist their cooperation in ensuring their safety. If they do not cooperate, the counselor or coach will take further measures without their permission that are provided by law in order to ensure their safety.
- By court order with the proper documentation.

Financial Records Policy

It is the policy of **True North -Counseling, Coaching and Mentoring**, that any client financial record be kept strictly confidential within the ministry and in all annual financial reporting. A copy of a clients accounting record is available to the client upon their request during normal business hours. Some advanced notice is appreciated.