



STATEMENT OF POLICIES AND PROCEDURES

The Contract of Service

The services described in this statement are provided by the therapist that you have selected, (herein referred to as “therapist”). Therefore, this contract is between the therapist and you (herein referred to as “client”).

About Therapy

Therapy involves a collaboration between the therapist and the client to achieve the client’s goals for personal, professional, or relationship development. The therapist is equipped with specialised skills and tools to support the client by:

- identifying patterns in thoughts, emotions, and behaviours,
- providing alternative interpretations of events,
- stimulating thinking through purposeful questions, and
- facilitating the formulation of strategies to resolve problems.

The client’s openness and honesty when discussing concerns and challenges can facilitate the therapy progress more effectively. As the client is believed to be the best judge of their own interests and needs, the therapist does not usually offer personal opinions, direct advice, or solutions to the client. The aim of therapy is to empower the client to take ownership of their well-considered decisions and choices.

Potential Benefits and Risks of Therapy

It is helpful to be aware of the benefits of therapy and some common setbacks that may develop in the course of examining and working through areas of concern.

Potential benefits can include:

- better understanding of self;
- accomplishment of realistic goals;
- improvements in interpersonal relationships;
- enhancement of academic or work performance;
- positive developments in self-esteem, assertiveness, and overall mood;
- development of skills and techniques to independently resolve problems.

Potential risks can include:

- confrontations with uncomfortable truths about the self;
- changes in interpersonal relationships that may occur as a result of differences in perspectives and behaviours;
- experiences of emotional discomfort when remembering past events, dealing with unresolved issues, or realising the severity of an issue.

Therapeutic Services

The therapist offers therapy for individuals within the limits of the therapist's capabilities. While anything can be discussed in therapy, examples of topics include:

Motivation	Self-esteem	Anger	Loneliness
Procrastination	Aging concerns	Anxiety	Grief and loss
Career development	Sexual orientation	Depression	Romantic relationship
Work or academic stress	Adjustment issues	Sleep difficulties	Family or peer conflict

The duration of each therapy session is approximately 60 minutes. Sessions are usually scheduled once per week, but the therapist or client may schedule sessions more or less frequently according to the client's therapeutic needs.

The client is free to discontinue therapy at any time, although it is advisable to discuss the reasons for discontinuation with the therapist prior to acting on the decision. If the client is at any time dissatisfied with the services provided by the therapist, they are encouraged to discuss with the therapist to resolve said grievances. In the event that the dissatisfaction persists, the client may proceed to discontinue therapy after notifying the therapist.

The therapist may initiate termination of therapy when the client has achieved therapy goals or been referred to another provider.

Limits of the Therapeutic Relationship

The relationship between the therapist and the client will be strictly professional and limited to therapeutic services, as governed by ethical guidelines adhered to by the therapist.

As such, it is improper for the therapist to provide therapeutic services to individuals with the following relations to the therapist:

- Family members, relatives, friends, or relatives of friends;
- Current business engagements besides the therapeutic relationship (e.g., employer or employee, lending or borrowing, trading or bartering services or goods for therapy);
- Any kind of current or former romantic or sexual relationship.

All of the following limits apply throughout the therapeutic relationship and maintain even after therapy has been terminated:

- Contact between the client and the therapist will be limited to the therapy office. Phone calls, text messages, or emails will pertain only to appointment scheduling in order to ensure professional boundaries and protect client confidentiality. Exceptions to this rule may occur should there be any crisis involving the client's safety;
- The therapist may not accept nor send any invitations to participate in personal online social networks (e.g., Facebook, Instagram, Twitter, etc.) with the client;
- In order to keep the client's identity confidential, the therapist may ignore the client when encountered in a public place and may decline invitations to gatherings;
- The therapist may not accept any gifts or tokens of appreciation worth more than RM30 from the client.

Limits of Services

The therapist may be unable to provide therapy or may deny further therapy to an individual in the following situations:

- Clinical considerations (e.g., beyond the therapist's capacity to effectively help);
- Ethical considerations (e.g., dual relationship issues, inappropriate conduct, etc.);
- Involvement in legal proceedings (e.g., court-ordered, forensics, divorce, etc.);
- Abuse or misuse of services in any manner (e.g., non-compliance with treatment, frequent missed appointments, etc.);
- Online therapy considerations (e.g., lack good internet connectivity for optimal video quality, technological incompetency, unable to authenticate client's identity, privacy concerns including presence of / interruptions from other persons during sessions, etc.).

The therapist does not prescribe any psychotropics or medications, or monitor client's usage of psychotropics or medications.

Referrals

If services have been denied to the individual, or if the therapist or the client determines that the client's needs are best met by alternative sources of care, the therapist may be able to provide a reasonable number of alternatives or referrals to appropriate services that may be available to assist the client.

In cases where any exchange of information is necessary between the therapist and another professional (e.g., medical doctor, insurance provider, etc.), the client must provide written consent to the therapist before information pertaining to the client can be shared.

Legal Proceedings

The therapist will not be involved with legal proceedings instigated by the client (e.g., divorce proceedings, custody proceedings, etc.). However, should the therapist be subpoenaed by the court to testify, the client will have to pay the fee of RM300 per hour to the therapist for preparation and testifying time (including depositions).

Confidentiality

The therapist will maintain confidential, any and all information obtained during the course of therapy with the client. However, some exclusions to confidentiality exists. These include, but are not limited to:

- when the client is determined to be a danger to themselves or others;
- when the therapist perceives there may be child or elder abuse and/or neglect;
- when the therapist is mandated by law to report any information obtained during the course of service.

Should any of the above take effect, every effort will be made by the therapist to inform the client of said breach of confidentiality and the steps that will be taken henceforth.

The therapist may also use information obtained during therapy for the purposes of clinical supervision, clinical training, or research. However, there will not be any personal identification of the client in those cases without the client's prior written consent.

Data Management

Data describing the client's contact information, personal health information, scheduling of or attendance at appointments, content of sessions, and therapy progress are stored electronically. While using any electronic-based format carries inherent security risks that cannot be 100 per cent prevented, the service platforms, encryption technology, operation, and processes are utilised with the client's security and privacy in mind. The data are password protected and best practices to prevent unauthorised access, use, and disclosure are applied. The data will be stored for seven years and cleared thereafter. The therapist will not release the data without the client's written consent, with the exception of circumstances described in the Confidentiality section above.

Client Conduct and Commitments

The client confirms that they are legally able to consent to receiving the therapist's services and that they are legally able to enter into a contract.

The client confirms that all information that they provided in or through the online appointment booking site, online video conferencing platform, electronic signature platform, e-mail providers, and text messaging platform used in relation to the therapist's services (collectively, "Electronic Platforms"), and the information that they will provide in or through the Electronic Platforms in the future, is accurate, true, current, and complete. Furthermore, the client agrees that during the term of the Contract of Service, the client will make sure to maintain and update this information so it will continue to be accurate, current, and complete.

The client commits to not using the Electronic Platforms for posting, sending, or delivering of either of the following: (a) unsolicited email and/or advertisement of promotion of goods and services; (b) malicious software or code; (c) unlawful, harassing, privacy invading, abusive, threatening, vulgar, obscene, racist, or potentially harmful content; (d) any content which may constitute, cause, or encourage a criminal action or violate any applicable law.

The client is responsible for maintaining the confidentiality of their passwords, any other security information, and personal information related to the Electronic Platforms. The client is advised to change their passwords frequently and to take extra care in safeguarding their passwords. The client must notify the therapist immediately of any unauthorised use of or any other concern for breach of security to the Electronic Platforms.

The therapist will not be liable for any loss or damage incurred as a result of unauthorised use of or access to the Electronic Platforms, either with or without the client's consent and/or knowledge. The client will indemnify, defend, and hold the therapist harmless from and against any and all claims, losses, causes of action, demands, liabilities, costs or expenses (including, but not limited to, litigation and reasonable legal fees and expenses) arising out of or relating to any of the following: (a) client's access to or use of the Electronic Platforms; (b) any actions made with the client's data on the Electronic Platforms whether by the client or someone else; (c) client's violation of any of the provisions within this Statement of Policies and Procedures; (d) non-payment for any of the therapist's services; (e) client's violation of any third party right, including, without limitation, any intellectual property right, confidentiality, publicity, property or privacy right. This clause shall survive termination of the Contract of Service.

Appointments

In-person therapy sessions will be attended to within the premises of Cara Cara's office space. Online therapy sessions will be conducted using an online video conferencing platform. In the event of poor internet connectivity that prevents optimal video call quality for online sessions, the therapist in agreement with the client may either resume the video call at a time that is convenient for both parties once internet connectivity improves or use online audio call for the remaining time of the session.

All sessions are by appointment only. Appointments can be booked according to the therapist's availability via an online appointment booking site. All sessions will start and end according to the stipulated time. Depending on the therapist's availability, extensions to the pre-determined duration of the session may be made with a pro-rated fee at a half-hourly rate.

Fees

Advance payment of the session fee is required to secure an appointment. Booking will be cancelled if payment is not received within 24 hours from the time of booking. An appointment will be secured with the following steps:

1. The client is to make payment via instant transfer to the therapist's bank account number that is provided in the appointment scheduling email.
2. The client is to email the bank payment receipt to the therapist as proof of payment.

Fees for the therapist's services are listed on the website (www.caracara.space/pricing). All bank charges are to be borne by the client for any payment transaction, including international transfers.

Therapy sessions may be purchased at single session rate or package at a reduced rate (to honour commitment to therapy). Package terms and conditions as follows:

- Packages are only valid upon upfront payment of the full package fee.
- Packages are non-shareable with other individuals, non-transferable between therapists, and expire 2 months from date of the first session attended.
- Sessions not utilised before expiration will be forfeited unless prior notice was given for:
 - travel circumstances (e.g., planned holiday, work commitments), or
 - emergency circumstances (e.g., medical condition, natural disasters, etc.).

In aforesaid circumstances, package expiration can be extended to enable the client to complete the remaining sessions.

Fees will be forfeited in the following situations:

- Rescheduling or cancellation made less than 48 hours from the scheduled appointment;
- No-show or late arrival (without prior notice) more than 20 minutes from the scheduled time.

In an emergency circumstance that makes attendance impossible (e.g., medical condition, natural disasters, etc.), the session can be rescheduled with no additional charges.

A refund can be obtained on the condition that notification of cancellation is made via email to the therapist at least 48 hours prior to the scheduled appointment. Failure to do so, no refund will be entertained. Refund for unused cancelled sessions of packages can be obtained within the package validity period, wherein the used sessions will be charged at single session rate as the reduced rate will not be applicable without commitment to all sessions in a package.

Important note: The fees and policies described in this Statement of Policies and Procedures are subject to change without prior notice.