



Client Rights & Responsibilities Statement

Last updated: 01/05/2026

At Time & Space Psychology, we believe that therapy and assessment work best when there is mutual trust, clarity, and respect. This statement outlines your rights as a client of our practice, and what we ask in return as part of a safe, collaborative relationship.

Your Rights

As a client, you have the right to:

- Be treated with dignity, compassion, and respect
 - Access services that are culturally sensitive, neuro-affirming, trauma-informed, and inclusive
 - Receive clear and honest information about our services, processes, and policies
 - Participate in decisions about your care, pace, and goals
 - Ask questions or request clarification at any time
 - Give, decline, or withdraw consent for services
 - Expect your personal information to be kept private and secure, **except where disclosure is required by law or necessary to keep someone safe** (e.g. mandatory reporting, serious risk of harm including suicidal crisis, or a court subpoena)
 - Request access to your records (subject to applicable laws and professional guidelines)
 - Provide feedback or raise concerns without fear of judgment
-

Your Responsibilities

As a client (or parent/caregiver), we ask that you:

- Attend scheduled appointments or provide notice if you need to cancel
 - Communicate as openly and honestly as feels safe for you
 - Let us know if something in the process is not feeling right
 - Respect the boundaries, time, and wellbeing of your psychologist
 - Let us know if your needs, preferences, or support systems change
 - Ask for support with accessibility or communication if needed
 - Use session materials (e.g. reports, tools) ethically and appropriately
 - Avoid recording or distributing session content without written permission
-



What We Do Not Provide

As a small, primarily Telehealth-based practice, we are not able to offer high-intensity or crisis services. This means we cannot provide:

- Ongoing support for active suicidal crisis
- Crisis response for self-harm, domestic violence, or unsafe living environments
- Complex substance use treatment or case management
- Reports for court, family law, or custody matters
- 24/7 care or emergency outreach
- Guarantees of specific outcomes from therapy or assessments

If these are the kinds of supports you need, we will do our best to guide you toward a service that is better equipped.

Visit our [Crisis Support Page](#) for immediate options.

If you have any questions about this statement, or wish to talk through anything it covers, we welcome an open conversation at any time.