



## Jennifer Hollinshead Consultation Contract

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Welcome to Peak Resilience! The following is a starting draft of our consultation contract together- we will explore this draft and build upon it to create our own unique consultation or supervision<sup>1</sup> contract that reflects your clinical and personal goals. Entering into supervision or consultation as a counsellor or mental health practitioner can be intimidating and insecurity provoking. My aim in this contract is to help you understand how I work, the goals of supervision, how assessment and evaluation are completed, and finally- the logistics of our supervision together.

This contract is meant to be a reference document where we discuss everything you need to know to be informed and to give consent. Feel free to grab your favourite beverage and take your time looking it over.

I look forward to working with you!

### **About your supervisor- Jennifer Hollinshead**

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Explaining my background and the way I work will hopefully promote more safety in our supervisory relationship. In the process of getting to know each other, I'll be curious about your background and how you practice. The information in this document is meant to be the start of a longer, ongoing conversation between us.

Before getting into my professional background, I'd like to outline my own personal history. I identify as a fourth generation white settler with English, Scottish and German decent. I am a cisgendered, queer woman and come from a middle to upper middle class background with education being valued and encouraged. I have had mental health struggles including PTSD, and it's these struggles that I believe have helped me not only understand the struggles of others, but learn that in order to do my best, I have to put self-care as a top priority. Although I identify as able bodied, I struggle with chronic health conditions that flare up if neglected. I recognize that I have a great deal of privilege, which motivates me to continue to learn how to use this privilege to help others and gain awareness regarding others' experiences and struggles. I aim to

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<sup>1</sup> Supervision refers to overseeing and supporting a student's work before they are licenced. Consultation is similar to supervision and encourages accountability and continued development for licenced practitioners throughout their careers.



always be learning and growing and believe that feedback is a gift (especially from supervisees and clients).

I am a Registered Clinical Counsellor- Approved Clinical Supervisor (#5106) and Canadian Certified Counsellor- Supervisor (#5088) and have been working in various counselling and supervision roles for the past 17 years. I graduated with a BSc in Psychology, an MA in Counselling Psychology and have received post-graduate training in various modes of therapy including Eye Movement Desensitization Reprocessing (EMDR), Feminist Therapy, and Indigenous Cultural Competency, amongst others. I have been practicing clinical consultation and supervision in various ways for seven years and have taken a Master's level course Counselling Supervision: Theory and Practice as well as a clinical foundations supervision course that I co-taught with Janet White, RCC-ACS.

Throughout the years, I've specialized in supporting clients with various forms of trauma, especially women with sexual trauma. I started my counselling work as a crisis counsellor at a domestic violence shelter for women and children. I learned so much from the clients and staff there about the complexities of abuse and how to recognize resistance to abuse and oppression (Coates, Todd, & Wade, 2003).

After a few years at the domestic violence shelter, I started working as an addictions and concurrent disorders counsellor at Alberta Health Services and then Vancouver Coastal Health. It was in my work as a concurrent disorders counsellor that I realized I needed more training to help people affected by trauma. I took EMDR training and learned more about the stages of trauma recovery proposed by Herman (1997).

Finally, I worked at a large university as a sexual violence counsellor. I started learning more about the pyramid of violence (CCASA Your World, 2019) and feminist therapy principles (Brown, 2018) which led to better outcomes with clients (and a transformation for myself and my own trauma personally).

**My varied professional experiences left me with some very important realizations:**

1. Most people with problematic coping (such as addictions) have some history of trauma.
2. Therapist wellness isn't valued or prioritized enough.
3. Burnout, compassion fatigue and vicarious trauma in counsellors is more common than people like to admit.
4. The personal is political - if I don't use an intersectional feminist stance in my clinical



work, I will unintentionally perpetuate the harm and trauma of white supremacist, capitalist and patriarchal forces in my sessions with clients and supervisees.

These realizations were the main impetus for creating the practice Peak Resilience. Our first priority at Peak is counsellor care and wellness. We believe that if we truly put counsellor wellness as our top priority, clients will benefit from effective, ethical and empathic care.

Supervisee support and wellness is also my main goal when providing supervision. My supervision framework is built from principles of Feminist Supervision and Common Factors Discrimination Model of supervision. Here are some key points to know about the Common Factors Discrimination Model of supervision and Feminist Supervision:

### **Common Factors Discrimination Model of Supervision:**

Various models of supervision share common factors such as:

- A relatively safe, supportive supervisory relationship is key to positive outcomes
- Provision of feedback is imperative to learning
- Supervisee acquisition of new knowledge and skills is a priority
- Instillation of hope in both novice *and* experienced supervisees is a key aspect of the supervision process

Common helpful factors in all models of supervision are blended with specific interventions tailored to the supervisee (the “discrimination model”, Bernard, 1979, 1997). Tailoring supervision to each supervisee means:

Assessing supervisee’s functioning in areas of:

- 1) interventions with clients;
- 2) conceptualization (understanding what’s taking place in session); and
- 3) personalization (self-awareness and understanding of self in session)

Supervisors can take on various roles depending on the needs of supervisees. Roles such as:

- 1) teacher (when supervisee will benefit from direct feedback or instruction);
- 2) counsellor (to provide supportive reflection and referral to a counsellor if warranted) and
- 3) consultant (when supervisee can act more independently and work on trusting their own insights)



We use a collaborative evaluation process and monitor our supervisory relationship on an ongoing basis.

### **Feminist Supervision:**

How do I try to integrate feminist principles into supervision (Brown, 2018)? Here are a few themes I reflect on with you in each session:

- Power, boundaries and hierarchy in supervisory process needs to be constantly assessed and analyzed
- Social context and diversity is emphasized
- The relationship of language to the social construction of gender is examined
- Social activism, ethics and lifelong self-examination and professional development is promoted
- Supervisees are supported to acknowledge their own sociocultural sources of distress, and they help their clients do the same
- We commit to identify hierarchical factors and address their impact instead of assuming that exercising authority and power is a supervisory right
- The supervisory relationship is collaborative- although there is an inherent power differential, the supervisor and supervisee both learn from the relationship

Feminist identity development is also explored throughout feminist supervision or consultation. A brief overview of the stages are below. Please note that the goal is to be curious about identity in various social contexts, and how we can all be at different stages of identity development when it comes to a variety of human rights movements.

- **Stage 1-** passive acceptance- lack of awareness/denial of cultural prejudices, traditional sex-role stereotypes are seen in a favourable light.
- **Stage 2-** revelation- Anger, betrayal and guilt are experienced in response to oppression and self-trust happens later on in this stage
- **Stage 3-** embeddedness-emanation- a growing ability to let go of and grieve the oppressiveness of traditional sex roles. More open to explore healthier perspectives emerges.
- **Stage 4-** synthesis- decision making reflects personal values and choices that foster positive and healthy self-concept.
- **Stage 5-** active commitment- identity consolidation involves meaningful action and a



commitment to social change. This is a difficult stage to achieve and many people re-cycle to earlier stages.

Many people (even therapists, gasp) notice a variety of feelings when they hear the word feminism. People often feel a sense of insecurity that they “don’t know enough” or aren’t “good feminists”. We are all learning constantly and it’s ok to be a little insecure. In all supervision sessions, you’ll be discussing the feelings and thoughts that come up when discussing various types of oppression and privilege. We have room for struggle in our consultation work. If we give in to the insecurity or discomfort and stay silent, we won’t learn and may harm others unintentionally.

### **Goals in Consultation and Supervision**

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My main goals in providing consultation and supervision are to get to know you and start to build a safe-enough, respectful, collaborative relationship where we can both learn and grow together.

As a practicum counsellor supervisor, our relationship is evaluative - which means I will be evaluating your skills as a counsellor and you will be evaluating my skills as a supervisor.

Due to the evaluative nature of practicum supervision, it’s even more important that I model:

- Vulnerability- I’m not perfect and have had many “learning opportunities” (i.e.- mistakes) throughout my career
- Transparency- I will try to name what I’m noticing about your work with clients, our work in supervision, as well as what I’m thinking and feeling on an ongoing basis
- Immediacy- I will try to voice what is happening in the “here and now”
- Authenticity- I hope to show you my true self (while continuing to behave professionally)
- Curiosity- I believe in constantly growing and learning- this means I need to stay curious and not make assumptions
- Practice shame resilience- based on Brene Brown’s research on shame (Brown, 2006)
- Feminist analysis- I’m constantly trying to learn and analyse my social positions and the sociocultural impacts on our work
- Multicultural counselling and supervision- we will often discuss how our cultural background as clinicians impacts the work we do with clients of all cultural backgrounds. We’ll also discuss how our personal cultural backgrounds can impact our work in



supervision.

I hope that my modeling of the above practices will encourage you to practice these traits in our supervision and in your work with clients and colleagues.

In creating a safe-enough relationship, we need to make sure we're not engaging in dual relationships such as:

- Engaging in any other business with you other than supervision
- Engage in a romantic, or sexual relationship
- Giving medical, legal or financial advice
- Receiving gifts (other than small token gifts such as a thank you card)
- Although supervision is supportive, reflective and sometimes even therapeutic, it is *not* therapy. All therapists and helping professionals should have a support team in place for their overall wellness, and if you don't have a therapist already, we can explore in supervision why that is and how you can get support.
- We will often check in on your overall wellness, including how you get accommodations for disabilities or other special needs you may have

## Assessment and Evaluation

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We will start our work together discussing your experience thus far in your counselling training. Based on our discussion, you may complete some extra self-evaluations and we can discuss these evaluations together and come up with clinical goals you may want to focus on. Based on those goals, we'll target specific skills and techniques to improve upon.

We will explore your counselling skills and techniques in the following ways:

- Self report from you to reflect on client sessions
- Video recording review of your sessions with clients
- Audio recording review of your sessions with clients
- Transcription review of your work with clients
- Journaling exercises and various other homework

If you're engaging in supervision as part of your counselling practicum with a specific school, we'll complete the practicum evaluations provided by your school. We will also use the



counselling competency benchmarks provided in “Competency benchmarks: Practical steps toward a culture of competence” (Hatcher et al. 2013). These benchmarks include:

### **Foundational competencies**

1. Professionalism
  - a. Professional values and attitudes
  - b. Individual and cultural diversity
  - c. Ethical legal standards and policy
  - d. Reflective practice/self-assessment/self-care
2. Relational
  - a. Relationships
3. Science
  - a. Scientific knowledge and methods
  - b. Research/Evaluation

### **Functional Competencies**

4. Application
  - a. Evidence-based practice
  - b. Assessment
  - c. Intervention
  - d. Consultation
5. Education
  - a. Teaching
  - b. Supervision
6. Systems
  - a. Interdisciplinary systems
  - b. Management-administration
  - c. Advocacy

### **Responsibilities of Supervisor and Supervisee**

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Your supervisor is responsible for providing evidence based, ethical, effective supervision (which is detailed in this contract and more so in the reference documents). Ideally, your supervisor can model behaviour and knowledge that will help you in your provision of services to clients.



Finally, your supervisor is also responsible for referring you to other supports and information as needed.

**Your responsibilities as a supervisee are to:**

- **Take initiative in your learning-** you are in the driver's seat and the supervisor can only help navigate. Prepare an agenda for each of our sessions based on your clinical experience, personal experience and theoretical research
- **Take responsibility for your emotional reactions-** part of becoming an ethical counsellor is examining our own reactions to clients and in supervision. We observe these (ideally with as little judgement as possible) and discuss reactions in a compassionate way
- Ask for help when needed- asking for help can feel vulnerable for many people. We believe it's an act of courage.
- Provide feedback to your supervisor about your needs and their performance. If you feel you can't provide direct feedback, you can discuss this with your school practicum liaison.
- Provide informed consent to your clients and inform them that you are receiving clinical supervision (this will be on the informed consent form you provide them)

**Logistics**

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- Consultation or Supervision will take place on a schedule determined by you and Jennifer, mostly online
- In person sessions can be agreed upon mutually, Jennifer's office is 808 Nelson St, Vancouver, BC, V6Z2H2
- Most supervision sessions will be 50 minutes in length, with some variability based on the needs of the supervisee.

**Confidentiality**

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The supervisory process will be kept confidential within the practice at Peak Resilience, on a need to know basis and will adhere to professional practice standards and legal requirements. In order to provide the best supervision services possible, your supervisor may discuss your supervision process when appropriate, with other clinical consultants. If your supervisor would like to videotape your supervision sessions in order to get supervision of your supervision, you





will be consulted first and asked to sign a permission form. If you choose not to be videotaped there will be no penalty or affect on your relationship with the supervisor.

Progress of supervision will be shared with the supervisee's practicum liaison as needed/requested. The supervisee accepts that notes from their supervision sessions will be kept in their counsellor file at Peak Resilience in perpetuity unless otherwise noted.

### **Limitations to Confidentiality**

There are three important limits to maintaining confidentiality all supervisors and supervisees must follow. These primarily concern risks of harm:

1. There is risk of harm or neglect to a child or vulnerable/dependent adult
2. If a supervisor believes you or your client is at risk of harming yourself or another person;
3. For the purposes of complying with a legal requirement such as requests from ICBC or WorkSafeBC.

### **Communication**

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We want communication to be as convenient and confidential as possible. I will provide my direct phone number and email so you don't have to go through the main phone system at Peak Resilience.

Peak Resilience uses the G-Suite email service, which is consistently leading the industry in encryption and security, but we still recommend that you don't email sensitive information. The email correspondence between yourself and Peak Resilience and will be copied into your counsellor file, so your supervisor can provide the best and most seamless support possible.

Please do not use email if you have a client crisis. This will not result in a fast response. When you're in session with clients. Jennifer will give you times when she's in the office available, out of the office available by phone or text, or unavailable.

In general, feel free to email or text if you have relatively simple inquiries. If you have more complex issues to discuss, those are best left for your in person supervision sessions (unless you have discussed an email supervision arrangement with your supervisor directly).



## Your Personal Information

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Your personal information is only collected to be utilized by your supervisor in the delivery of supervision services to you. Your personal information will not be disclosed to any third party without expressed, written consent by you or in the case of the above limits to confidentiality.

As a part of supervision, records are kept of your supervision sessions. These records include minimal information that is important for your supervisor to remember when providing ethical and effective supervision. We aim to include the most minimal information possible in your notes, to decrease possible harm that may occur on the very low chance your file is legally requested by outside parties. Our files are electronic and we use a Vancouver-based company called "Jane" to manage our clinic information, scheduling and credit card payments. The data in our system is encrypted using 256 bit encryption when sent between your supervisor's device and the Jane servers (in the same way as your banking information would be). If you'd like more detailed information about the privacy in the Jane system, please visit <https://janeapp.com/guide/basics/security-faq>. At any time you may simply request a copy of your file, and one will be made available within 30 days..

Your records with Peak Resilience will be kept in perpetuity unless a clear request is made to the contrary. Should your supervisor pass away unexpectedly, another supervisor at Peak Resilience will take responsibility for their supervision records. Any records older than three years will be destroyed. All current supervisees will be asked if they wish their records to be transferred to a new supervisor. All remaining records will be destroyed once the three year mark is reached.

## Feedback Process

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During each supervision session (throughout the session and especially at the end of the session), your supervisor will ask for your feedback regarding how you felt supervision went. This is a great time for you to reflect on the session and express what stood out to you, what you found helpful and what wasn't as helpful.

Sometimes giving feedback can feel uncomfortable. Ideally, you can build safety within your supervision relationship so giving feedback feels somewhat scary... but doable. If you are unable to discuss feedback with your supervisor, believe that your supervisor will be unwilling to listen and respond, or that they have behaved unethically, please inform your school



practicum liaison.

## **Supervision Fees**

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Consultation fees (for licensed practitioners) are set at \$200 per 50 minutes (plus GST), and are due at the end of each session. For extended sessions, the fees will increase proportionally to the time allotted (a 75 minute individual session will be \$300 for example).

Emailed receipts will be issued for each paid session and will include your supervisor's name and professional association ID number. Receipts can only be provided for services that have been rendered, and can only be issued to the individual receiving the services (we cannot provide receipts in advance or with anyone else's name). We can provide invoices (that show the outstanding balance) for future sessions at the supervisee's request. This can be helpful if another party is covering the payment.

Practitioners accessing consultation and supervision will be charged their full appointment fee for all missed sessions or sessions cancelled with less than 48 hours notice. Practitioners arriving late for appointments are entitled to receive the remainder of the scheduled appointment for the full appointment fee. If you are unable to pay the fee for your session, we will be unable to provide supervision services until the balance is paid.

We charge the full fee for missed and late appointment times because we are charged for various overhead costs, so missed appointments are very expensive for us. In addition, your missed appointment or late cancellation means we were not able to schedule someone else in that time spot. We hope you understand this policy, and invite you to discuss it further with your supervisor if you have any questions or concerns.

Session fees may be paid by credit card or e-transfer to [kali@peak-resilience.com](mailto:kali@peak-resilience.com).

We understand accessing private practice supervision services can be a financial investment. We invite you to repeatedly reassess your investment in supervision with your supervisor directly. Our goal is that you feel the return on your investment has been worthwhile to your practice and wellbeing.

Please note: practicum counsellors at Peak Resilience get supervision services for free in turn for their provision of services to clients for a reduced fee.



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## Acknowledgement of Supervisory Contract

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My signature below indicates I understand and accept the preceding statements. I have had an opportunity to discuss the contents of this informed consent with my supervisor, had my questions answered to my satisfaction, and am fully prepared to enter into a consultation or supervision agreement with Jennifer Hollinshead at Peak Resilience.

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Name of Supervisee:	Signature	(Date)
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Jennifer Hollinshead	Signature	(Date)
BCACC Registered Clinical Counsellor and Approved Clinical Supervisor #5106		
CCPA Canadian Certified Counsellor and Supervisor #5088		

### Supervisor Contact Info:

**Jennifer Hollinshead, MA, RCC-ACS, CCC-S**

**Email:** [jennifer@peak-resilience.com](mailto:jennifer@peak-resilience.com)

**Cell (please keep confidential):** 604-833-6140



## References:

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