



CITY OF *Lethbridge*

Office of the City Clerk

June 12, 2020

RE: NOTICE OF HEARING - SUBDIVISION AND DEVELOPMENT APPEAL BOARD

An appeal has been filed on the issuance of a Development Permit by the Development Officer to establish a Type B Home Occupation for Registered Psychologist located at 836 12 Street South.

When an appeal is filed with the Subdivision and Development Appeal Board (SDAB), all persons who own property within 200 feet or 60 meters of the development are notified of the hearing by way of this letter. In addition, the owner of the property will also receive a copy of this letter.

The Subdivision and Development Appeal Board (SDAB) will hold a Public Hearing as follows:

DATE:	Thursday, June 25, 2020
TIME:	5:00 p.m.
LOCATION:	Council Chambers, Main Floor, City Hall 910 – 4 Avenue South

Persons affected by this development have the right to present a written, verbal and/or visual submission to the Board. When making a presentation, keep in mind that in accordance with the legislation that governs the SDAB, the Board can only consider relevant planning matters when rendering its decision. It is recommended that you limit your presentation to five minutes.

If you wish to submit written material to the Board, it should be delivered to the Secretary of the SDAB via email at david.sarsfield@lethbridge.ca, no later than 12:00 noon on the Wednesday prior to the hearing. If you are unable to meet this submission deadline, please bring 12 copies of the materials to the Hearing and it will be distributed at the start of the Hearing. Any written and/or visual material received will be made available to the public.

Due to COVID19, City Hall is currently closed. It is open for Council and Committee Meetings including SDAB. The City is following the recommendations from the Province of Alberta and the City of Lethbridge with regards to social distancing.

We will be pleased to answer any questions you may have regarding the appeal and can also provide information or advice on Board procedures and how to make presentations to the Board. Please feel free to contact me at 403 329 7329 if you have any questions.

Yours truly,

David Sarsfield
Board Secretary,
Subdivision and Development Appeal Board



CITY OF
Lethbridge

NOTICE OF A SUBDIVISION AND DEVELOPMENT APPEAL BOARD HEARING

DATE: Thursday, June 25, 2020

PLACE: Council Chambers, 1st Floor
City Hall - 910 - 4th Avenue South

TIME: 5:00 p.m.

AGENDA:

1. CALL TO ORDER

PRESENTATIONS:

- 2.1 5:00 p.m.
SDAB No. 2020-01
APPEAL OF DEVELOPMENT PERMIT 12099

Appellants: Brenda Watson
London Road Neighbourhood Association

Address: 836 12 Street South

To establish a Type B Home Occupation for Registered Psychologist

Land Use District: R-L (L)

Brenda Watson
834-12 Street, South
Lethbridge, Alberta
T1J 2S5
watsonbrenda04@gmail.com
(403) 393-3964

To: Secretary of the Subdivision and Development Appeal Board,
City Clerk's Office, 2ND FL. 910 – 4 Ave, South,
Lethbridge, Alberta
T1J 0P6
(403) 329-7329

Re: 836-12 Street, South – request to establish a Home occupation for a Registered Psychologist

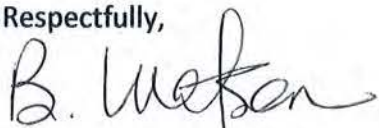
Dear Sir/Madam,

I am writing appeal the above-mentioned application on several points. Firstly, I live right next door to this property and so the approval of this business would greatly affect me and my quality of life.

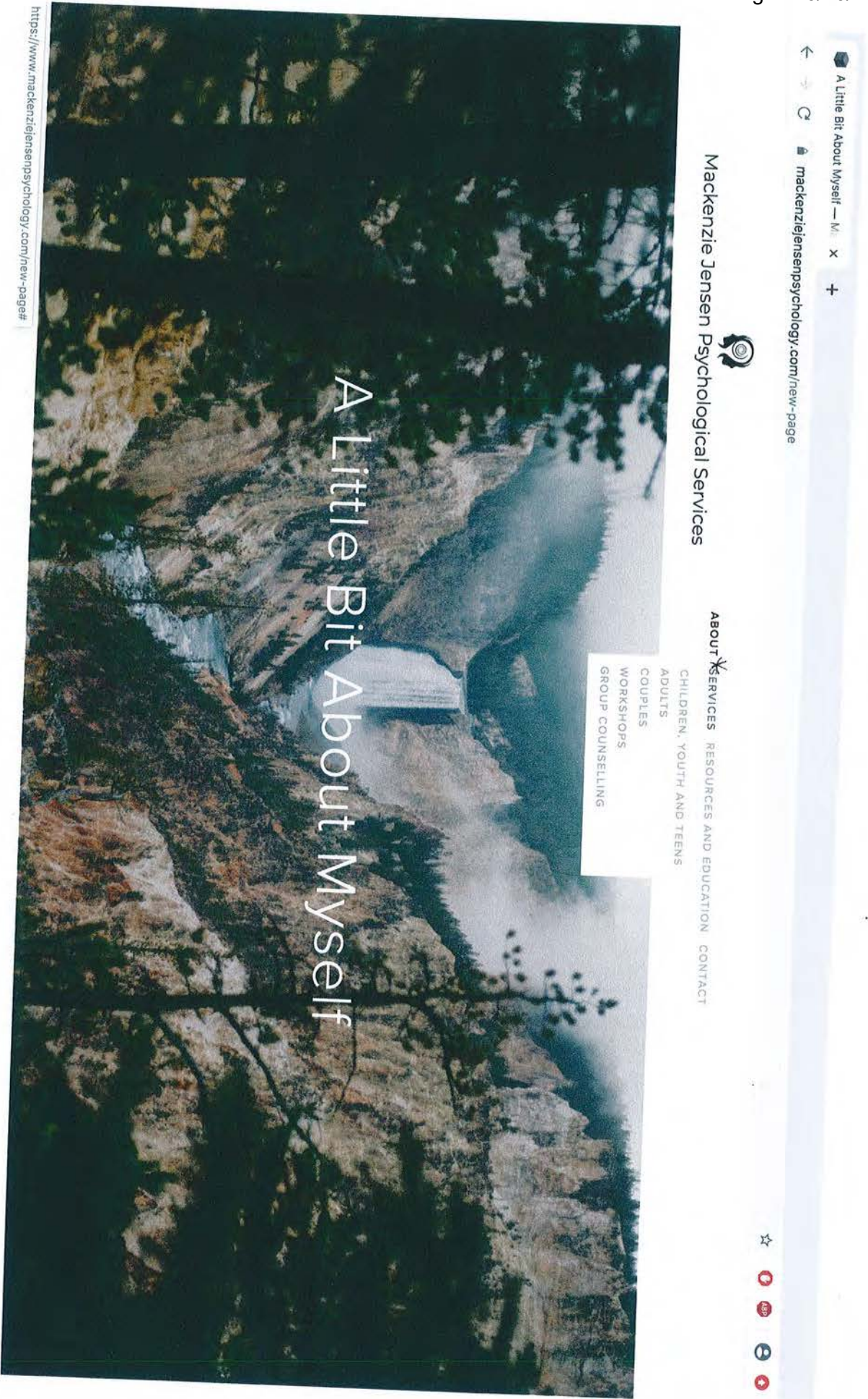
1. While the application states that there would only be one client at a time, the psychologist clearly advertises, group, couples and child counselling (which would often involve a parent). This does not meet the criteria at all. See Appendix "A"
2. The property has two front doors, it does not look like a multi-family dwelling and therefore the business does not blend in a residential neighbourhood at all. There is also a private waiting room, as stated on her social media page, which would suggest there would be more than one client in the residence at a time. This also makes it non-compliant. See Appendix "B"
3. The view from the "office" windows is right into my backyard. Not only is this an invasion of my privacy, but also a safety issue for me, with having the clients be able to see into my private residential space. See Appendix "B"
4. There is an elementary school, right across the street and at times parking can be an issue with parents coming and going and this would only add to that problem. Also, proximity to a school is also a potential safety issue with having this business in a residential neighbourhood.

In general, an area zoned residential is not a place for a clinic that specializes in the mental health of people. My lifestyle, mental health and safety should be in no way impacted by this. I purchased my home in a residential area and not in an area that is zoned business and strongly feel that there are many other places this business can operate out of, other than this neighbourhood.

Respectfully,



Appendix "A"



Appendix "B"



*The trees in the window view are my backyard as stated in Item #3 of my letter.



June 4, 2020

City of Lethbridge
Secretary of the Subdivision and Development Appeal Board
City Clerk's Office
2nd Floor 910 4 Ave S
Lethbridge, AB T1J 0P6

RE: Development Application 836 12 Street S

On behalf of citizens residing in the London Road neighbourhood, we wish to protest the development application for 836 12 Street South, a request to establish a home occupation.

Concerned neighbours do not believe the applicant has been forthcoming in their description of intent to offer one at a time customers, by appointment only, to a maximum of six customers a day. Rather, the neighbours believe the applicant has put forward conditions that fall within the rules, even though they do not reflect the reality of this business. This business owner currently operates a psychological services counseling office that promotes couples counseling, group counseling, and workshops. We encourage you to visit the website to confirm this truth at <https://www.mackenziejensenpsychology.com/couples> and to view the services tab. Furthermore, this business is offering children's counseling, which will likely require an adult to attend to this appointment, either as a participant or to transport the child.

The business owner has publicly stated on their facebook page that they are transitioning to a home office forever, indicating they do not intend to have alternative space for couples counseling or group counseling. This quote was copied directly from the professional facebook page of the applicant as posted on May 20, 2020. "Beginning the transition into my home office - more pictures to come! It's going to be super cozy, bright, warm, secure and homey. Looking forward to the day I can embrace my beautiful clients in my new space. There is a separate door to the house for clients only, as well as a private waiting room and bathroom. "

From this post the business owner clearly identifies this new infill build house has been designed with an inevitable home business space, which the concerned citizens feel mocks the process of having a development permit after the fact. This post also reiterates the belief that the permit was completed to reflect the rules but not the reality. Here is the link to the facebook post.

[https://www.facebook.com/mackenziejensenpsychology/?_cft__\[0\]=AZUtF8twSEC3_4yX-n7GAeLMbOOK-fWQNYkmCcwDBajn9qGus-UBZTeTXtoCQ0VRJGWfQ7Ba630eHlqRXAvxRsz-9vlrotcLb5vuWVz_Fjxkg1b4uNtU9F2wiCSWRttkPiFQoy3Lhgjh15ZrPXiNS6nQY34bk4RJh60XqDo8nlqjA&_tn=-UC*F](https://www.facebook.com/mackenziejensenpsychology/?_cft__[0]=AZUtF8twSEC3_4yX-n7GAeLMbOOK-fWQNYkmCcwDBajn9qGus-UBZTeTXtoCQ0VRJGWfQ7Ba630eHlqRXAvxRsz-9vlrotcLb5vuWVz_Fjxkg1b4uNtU9F2wiCSWRttkPiFQoy3Lhgjh15ZrPXiNS6nQY34bk4RJh60XqDo8nlqjA&_tn=-UC*F)



This property is located one house in from 9th Avenue S and directly across from Fleetwood elementary school. During the school year there are buses lined along 9th Avenue and thus parents utilize the side streets for parking to collect their children, including 12 Street. Adding more traffic density through home based businesses would increase the likelihood of an accident because although parents and those claiming children would be more alert, a stranger to the neighbourhood may not be aware of the need to slow down on side streets due to increased traffic from children. In addition, the off-street parking option at 836 12 Street is a driveway that crosses both the boulevard and the sidewalk and is obstructed on one side by a large hedge. This will inhibit the view of the driver, increasing the likelihood of hitting a pedestrian.

The London Road Neighbourhood Association brings forth these concerns because we believe they are legitimate. We do not believe this business meets the conditions of a development permit, and would not trust that this business would adhere to conditions should a permit be issued. As a result of the aforementioned concerns, we hope that the City of Lethbridge would not support this development permit.

Respectfully submitted;

Joe Gryszczuk, President
London Road Neighbourhood Association
RMM@telus.net

London Road Neighbourhood Association Development Committee
Re: Development Appeal Hearing - Thurs. June 25 2020 - 5pm Council chambers
836 12 St S - Type B Home Occupation
Presentation by LRNA - in support of Brenda Watson, 834 12 St S
Kate Connolly - Vice President of LRNA

You have in your package the appeal letter written on June 4, 2020 by LRNA President, Joe Gryszczuk. Unfortunately, Joe is in the hospital, so I am here in his stead. My name is Kate Connolly and I am the VP of LRNA and co-chair of the Development Committee. I would like to address the 2 main concerns listed in Joe's letter, the home business application process and the concerns around parking, (with supporting information from our new London Road Area Redevelopment Plan), and then add a final paragraph on Benda Watson's appeal .

All of the LR Development Committee (and, I'm sure, Brenda Watson herself) recognise the value of counselling services, and Mackenzie Jensen's expertise and empathy as a Psychologist and counsellor. But this appeal is focused on the application for a home occupation licence and the development procedures leading up to this.

1. Home occupation application process:

The application for a Type B Home Occupation was submitted May 14, 2020 and listed 5 clients per day, one client at a time, 4 days per week, by appointment only. The applicant's current business offers counselling for couples and groups, as well as for individuals; her Facebook page on May 20 talks about the 'transition to my home office', and the 'homey' atmosphere. There was no mention here of providing counselling for couples and groups in a different space. 836 12 St S seems to have been custom designed and built with 2 front doors, a waiting room and dedicated bathroom, as well as a 'home office' well before the home business application. In the original design submitted (2019?) to the City, did these plans include the 2 front doors? We don't believe that it is common practice for the City to approve a regular single family home with 2 front doors giving on to the street. (A couple of the supporting letters point to the existence of houses with 2 front doors in London Road - these are usually previous older duplexes that have been made into single family homes) Several supporting letters cite the existence of businesses like The Medicine Tree, Urban Grocer and Meridian Therapy; all these are outside of London Road, on the S. side of 9th Ave. 836 and 834 12 St S are in the 'Inner Neighbourhood Precinct' of London Road (80% of the whole). The apparent suggestion from Mr Thiessen, that Brenda Watson should just accept a business next door to her home, because 'several blocks east, there is a strip mall full of businesses', is ridiculous; all of the northern section of London Road is within a couple of blocks of hundreds of assorted downtown businesses - but this by no means suggests that these residents would welcome such businesses next door!

(836 12 St S was first brought to our attention many months before we knew of the proposed home business, because of its huge scale and footprint. We queried these with the City, and learned that it was yet another example of the recent huge new infills which build right up to the

limit, often overwhelming neighbouring smaller homes and swallowing up vital green space which was part of most older homes' backyards)

2. Parking issues:

Since the Principal of Fleetwood Bawden School appears to have withdrawn his offer of after school parking space for clients, then it is all down to the "Client Parking Pad"; the driveway for this crosses the boulevard and the sidewalk. London Road Board and community spent several years working with the City on the new ARP, which states on p. 108 'Restrictions on new driveways, and replacing existing driveways was a primary focus of the Plan'. Ours is a very walkable and well-walked neighbourhood, and one of the factors that makes it such a safe place to walk for all ages is the lack of front driveways compared to most other residential areas of the City. Yes - there was an existing, grandfathered-in front driveway at #836, but, when there is a new infill, the ARP states on p.88 'Upon redevelopment of the parcel, removal of the street driveway and/or parking space, and replacement with lane access is strongly encouraged'.

Massive 3-car garages, though common in eg. Sandstone, are not usual in London Road; perhaps thought could have been given instead to a 2-car garage with an adjacent parking pad off the alley - safer for all, and much more in keeping with the spirit of the new ARP.

3. Finally, I'd just like to touch on the treatment of Brenda Watson by the writers of some of the supporting letters. I can tell you that London Road Development Committee was shocked by the tone of some letters, and what seemed to be a 'piling on' - directed at a London Road resident who has genuine concerns and who was exercising her right to object to what she considers is an unsuitable development next door to her home. Totally unjustified insinuations and accusations were made against Brenda Watson, implying that she is 'ignorant and alarmist' and even 'prejudiced and discriminatory', and suggesting that she may believe that 'anyone who seeks professional counselling is a danger to the community'. All completely groundless. One writer hopes that 'Mrs. Watson is able to be less judgemental'. The remarks of a few of these letter writers are condescending, bullying, and, yes, 'judgemental'. Some helpfully assess the view from the office window into Brenda Watson's backyard, and dismiss her privacy concerns; Others loftily conclude that the business and client visits will hardly affect her at all, as she will likely be at work all day. Our committee has not had the opportunity to observe the view from the office window, but we do note that the ARP on p. 89 states that, with *new* developments 'side wall window overlook should be minimised as much as possible'. (Like Mrs Thiessen, I, too live in a 112 year old home - but the overlook/privacy rules and recommendations did not exist then)

I'll conclude with the words of our President Joe Gryszczuk:

'We hope that the City of Lethbridge would not support this development permit'.

Yours sincerely,

Kate Connolly for the London Road Neighbourhood Association

From: Dan Hildebrand <dan.hildebrand1959@gmail.com>
Sent: Wednesday, June 17, 2020 9:20 AM
To: David Sarsfield <David.Sarsfield@lethbridge.ca>
Subject: [External] Re: development application 836 12 street south

Dear sir

May I start out by saying we welcome new home owners into the neighborhood as it has become over run by negligent revenue property owners as of late.

Having said that we have been residents in the area for over 25 years and have experienced the joy's of home based businesses on both sides of our property .It has been our experience that once these businesses have received their business permit they completely ignore the rules. When confronted by fellow residents or city bylaw officers they become abusive and resort to bullying. When we contact the city they inform us that there is little they can do to enforce the rules or that they have found a loophole in them

We have found that our only recourse is to not allow businesses into residential areas.

In regards to the Jensen's themselves having just moved into the neighborhood I have little faith in them monitoring their visitors parking as they themselves continually park the wrong way on the street (highly illegal) as well as blocking the back lane with their vehicles.

I also take offense with many of Mrs Jensen's supporters belittling and twisting Brenda Watson concerns stated in her appeal

Please take into consideration some of the immediate neighbors concerns before approving this permit as we are the ones who will have to live with your decision

Concerned neighbor
Dan Hildebrand

June 22/2020

Attention: David Sarsfield, Board Secretary, SDAB

RE: Appeal of Type B Home occupation for registered psychologist located at 836 12th Street South Lethbridge AB

We, Valerie and Louis McQuaid, are writing to express our opposition to the business application that requests to establish a home occupation for a registered psychologist at 836 12 Street South, Lethbridge, Alberta.

We own three properties in the radius area-- 821 12 Street, 829 12 Street and 1209 9th Ave—all of which are occupied by tenants who are also in opposition to this request.

We are very concerned about the potential for increased traffic and parking in the area. We have a long history on this street of parking issues and complaints, often to the point of harassment. We have submitted a request to the LPS for a history of parking complaints on the block, but, because we were not made aware of this business request until recently, the history might not be available in time for the appeal hearing. Nevertheless, we would ask that you take the history into consideration when considering this appeal because, in the past, we have experienced extreme harassment from neighbours over parking issues. We are very concerned that if this application is allowed, we and our tenants will once again become the victims of such harassment over parking in the area, whether unintentional or not. Further, given the past parking issues in this block, we are incredulous that people who do not live in the block think they can speak to the parking issues.

Also, we feel as taxpayers in the area we and our neighbours have a right to be heard without fear of backlash and character assassination from the business owners' supporters, most of who do not reside in the immediate area. We are deeply concerned about the backlash one neighbour faced from the business owners' supporters (who do not live in the neighbourhood) simply because she exercised her civic right to appeal it. Is this type of bullying and intimidation going to set the standard of response going forward if any concerns arise from the taxpaying neighbours if this business is allowed?

Shouldn't the mental health of the taxpayers in the neighbourhood be taken into consideration too. Including the business owners' supporters' letters, (who have no interests in the neighbourhood), and then circulating those letters to the neighbourhood has created unnecessary added stress to many in the neighbourhood. We question why those letters from people with no interest in the neighbourhood were included in the appeal package at all as they should have no bearing on the decision?

Further, the fact that the business application is completely different from the business advertising seems a little disingenuous. If allowed, it seems the property will be more of a store-front business complete with waiting room as opposed to the standard home-based business with little-to-no traffic.

In addition, this business application is not in compliance with the London Road Neighbourhood Association mandate to keep the area a residential neighbourhood-- part of why people find the area so desirable in the first place. One has only to look at what has happened to the once residential neighbourhood surrounding the hospital to see what a slippery slope it can be when businesses like this are allowed in a neighbourhood.

Furthermore, the argument that the Medicine Tree is just around the corner does not apply in this case or justify the application as the Medicine Tree is in a properly zoned area outside of the London Road boundaries.

Finally, we have owned property in this area for over 25 years. We have had 4 children attend Fleetwood-Bawden school, and we can unequivocally attest to the FACT that excess traffic and parking have been a constant issue and concern, especially when it comes to the SAFETY of young children! There have been children hit by cars in front of the school in the past. We are frankly appalled at the biased support for this business from the principal of the school. That he would even suggest that this has not been an ongoing issue is very concerning.

The school parking has never been able to accommodate the families that attend the school during the day or during after hours activities, concerts, awards ceremonies, etc., let alone accommodate a private business.

In closing, we would like to say that we can appreciate Ms. Jensen's passion and desire to have a home based business in a beautiful neighbourhood, but we can not support it at the risk to our rights and our tenants' rights to the peaceful enjoyment of our properties without the added risk to being exposed to more harassment over parking issues.

Please accept this letter as our opposition to the application for a registered psychologist business at 836 12 Street South.

Sincerely,

Louis and Valérie McQuaid

riverhawk50@hotmail.com

403-320-1082

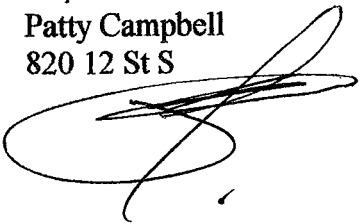
I have lived in this neighbourhood for 36 years and been an active community member. During this time the London Road neighbourhood has been through various types of plans to ensure that the great qualities of the neighbourhood are maintained. The walkability, the trees, the boulevards, and the green spaces were what contributed to London Road being voted one of the best neighbourhoods to live in. The latest redevelopment plan calls for more densification of housing. To that end we are seeing more and more duplexes being built as infills. This neighbourhood was not intended for such density. Two families are taking up the space of what used to be one family and adding to that double the cars. Without offstreet parking, which is something our neighbourhood also does not support, this adds to the congestion. Nowhere in the redevelopment plan does it suggest that home-based businesses or dual zoned residential properties with businesses should be encouraged. Permitting a house to be built with a designated space for a business is not within the development plan or the zoning of residential neighbourhoods. This particular house has two street facing front doors. One is specifically for the business. This street is not mixed use residential. This street is single-family residential.

This street is also next to Fleetwood elementary school. Most children are bussed to school or driven by their parents. As the buses line 9th Avenue many parents end up parking along the narrow 12th St. Adding a revolving stream of all day traffic to this mix in order to accommodate business appointments will cause more disruption for the neighbours.

It is very unfortunate that the builders of this home did not attempt to have their home fit into the neighborhood. As you can see from the photos every house on this street is a bungalow. This new build is a towering three storey. Any green space that was left over after the maximum footprint of the house was quickly eaten up by an oversized double garage. This is in addition to the under house garage, which has the two-storey home built on top of it. What could've been salvaged as a green front yard is taken over by a concrete driveway which spans across what used to be a green boulevard. Having a house a couple of doors down from this big new build I now wonder where all of the rain water will drain. Our storm sewers are already frequently overflowing and now with less permeable space this will become a bigger problem.

Unlike these applicants who were overheard saying that the "city will approve anything" I believe that the city will do the right thing and will not allow a business that should never have been built into a residential home receive a permit. The narrow street cannot absorb all of this traffic. This is in defiance of the redevelopment plan and will set a horrible precedent for everyone else who wants to come in and build an oversized house in order to accommodate for a business space.

Patty Campbell
820 12 St S





There is one parking stall in front of their house. There is one more street parking for the neighbor. Both flanked by alley and street so parking will move down the street to other neighbors. The owner's truck will likely be parked on the street as the garage is really a workshop and not a parking garage.



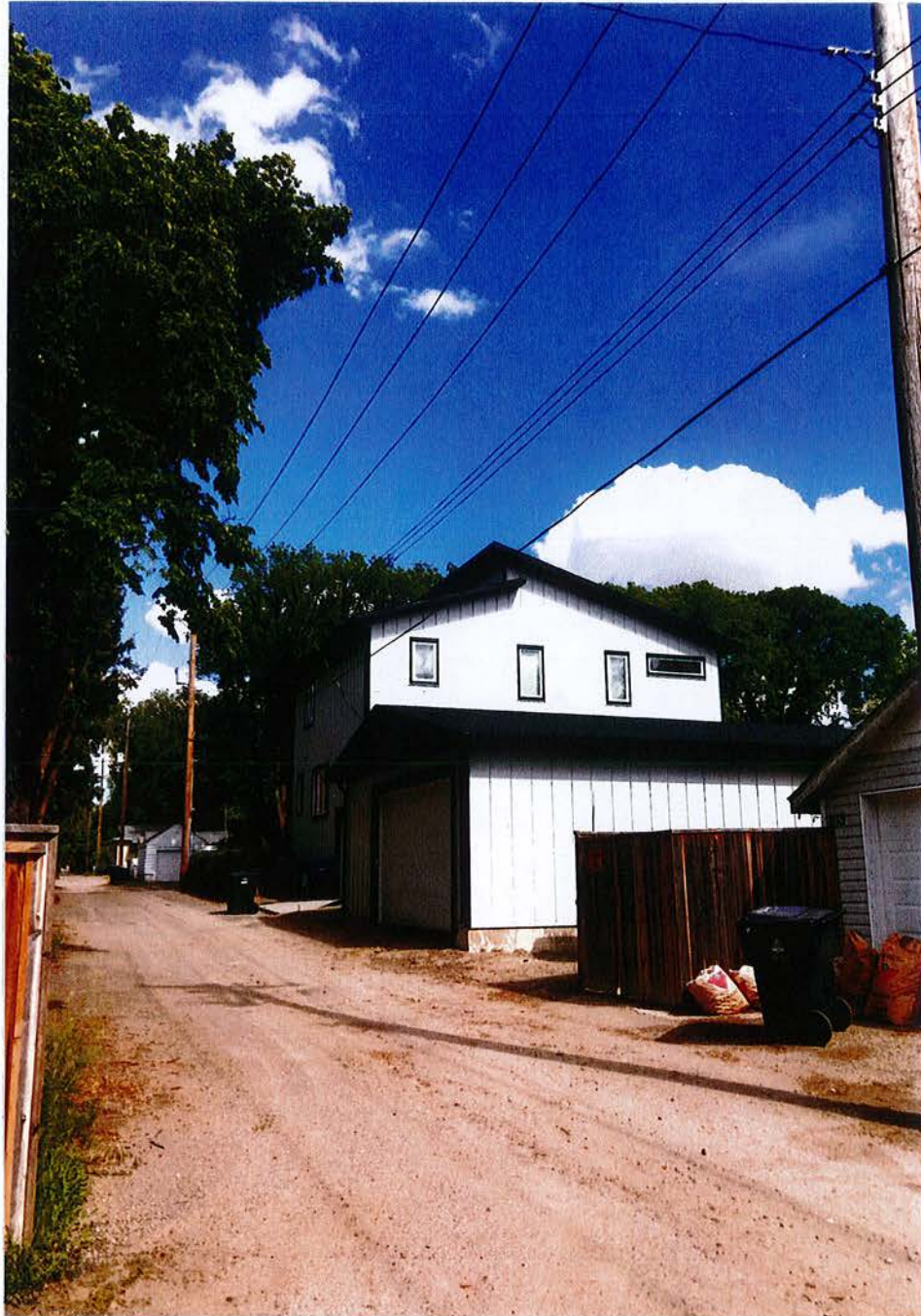
This is the difference in scale between this towering house and every other house in the neighborhood.



This house was built with 2 front doors – one for business that enters into a waiting room, complete with private bathroom. The other door is for home use. Is this the procedure? How will customers know which door if no signage is allowed? Is this the procedure – build whatever with no regard to city of Lethbridge or London Road district?

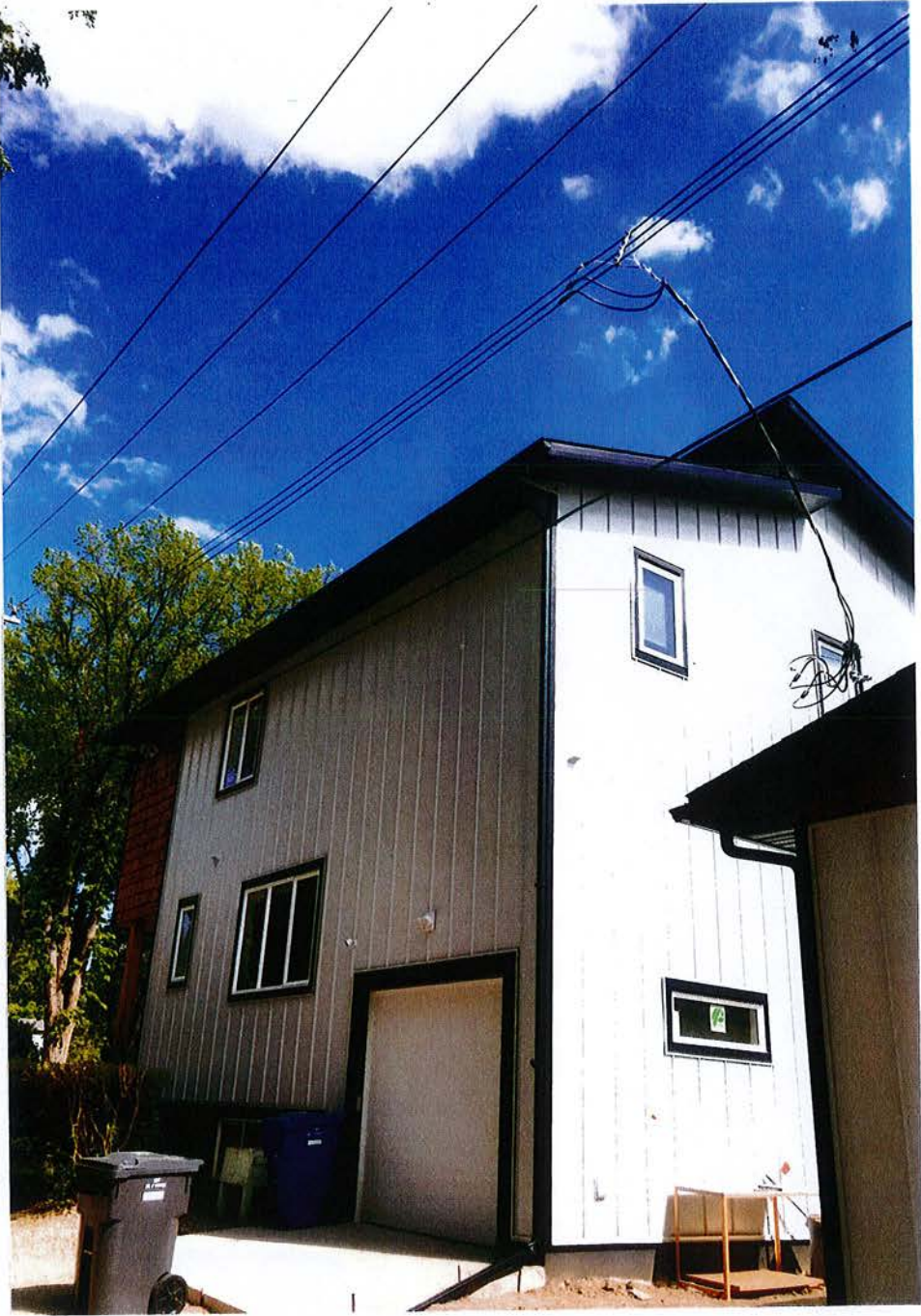


No parking – could you imagine 6-10 people parking to attend the group sessions being advertised? Nothing mentioned of group sessions in the application but all of the advertising indicates groups. Will this be a case of back-tracking now that the ‘group’ problem has been identified?




The subject house has been built with a workshop as well as a garage. How much more traffic will be generated in the alley for the comings and goings of that. Children from school walk through this alley to go home or to Kinsmen Park (a block away). This would create a very dangerous situation if we have constant traffic on a very narrow 12th Street South.

(5)



16

Apple Bing Yahoo Search MSN



Mackenzie Jensen Psychological Services MC., R. Psychologist
January 13 · 🌐

Therapy Group Announcement!!! (Yes I'm screaming, I'm so excited!!!)

Looking for all "Womb Warriors"

I'm planning a group primarily for women going through infertility, secondary infertility, miscarriages, still births etc. The primary issue is difficulty beginning a family or growing your family. Details of the group will be released within the week.

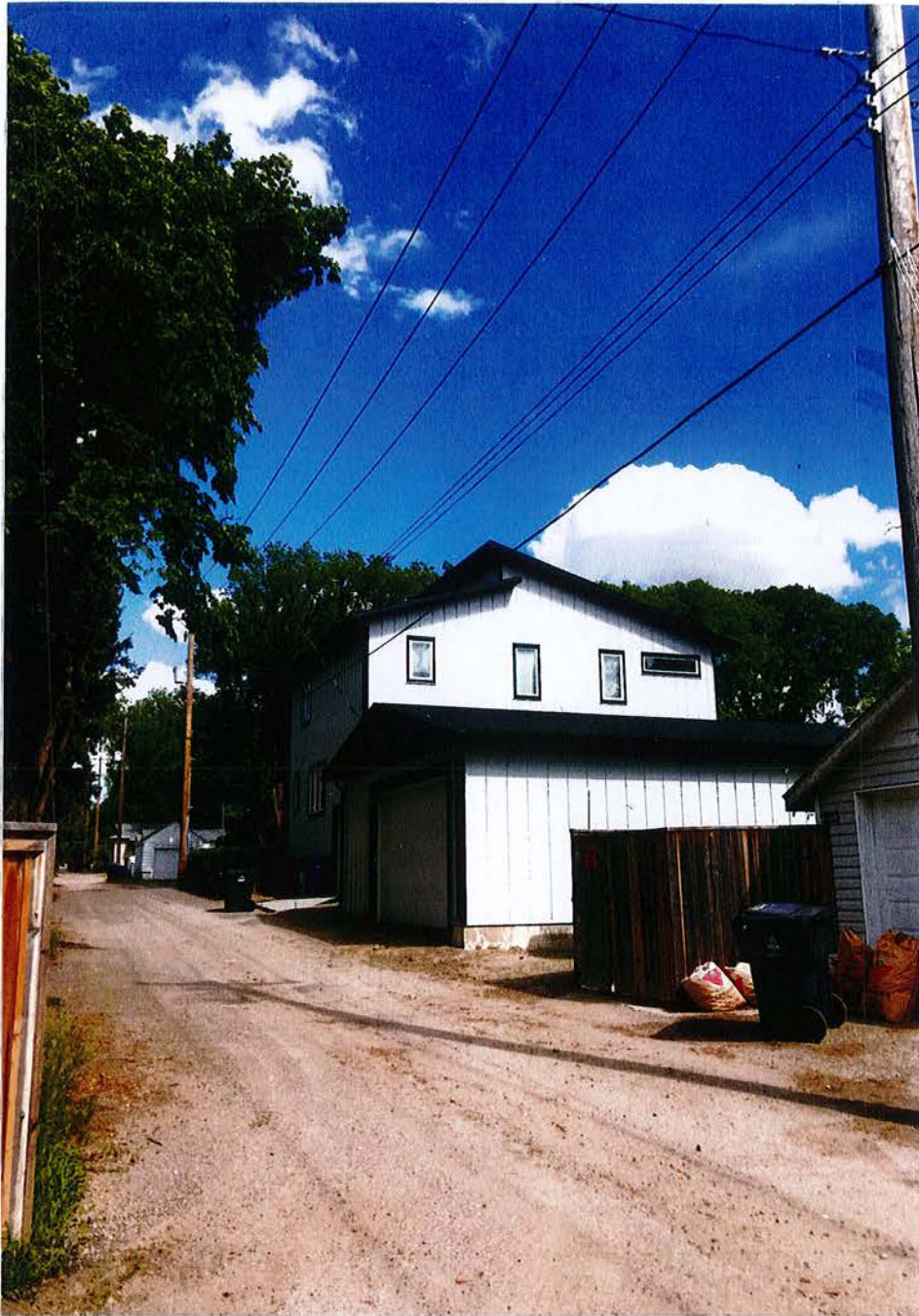
✱ There will be 8 sessions every Thursday morning/afternoon; start date to be announced.

Stay tuned for more info! I will need 6-10 women, capping it at 10. Benefits can be used to pay for this group!

Warmly,
Mackenzie

12 Comments 27 Shares

45



This alley was previously lined with trees. Now there is nothing and the view is a very big wall of industrial siding instead. Nothing green left, which is what London Road is known for and is so valued.

23 June 2020

Secretary of the Subdivision and Development Appeal Board
City Clerk's Office
2nd Floor
910-4th Ave South
Lethbridge AB T1J 0P6

RE: AGAINST -- 836 12th Street South, Lethbridge AB-request to establish a home occupation for a registered psychologist.

My name is Melaina Plester and I live at 833 12th St S. I am against the above mentioned application for the following reasons:

I am concerned about the increase in traffic that this or *any type B home occupation* will generate on my street. 12th St S already has an increased volume of vehicular traffic due to parents and teachers going to and from Fleetwood-Bawden School on the corner of 9th Ave S and 12th St S. This home occupation will add to that vehicular congestion and traffic.

Parking is another issue on 12th St S and the proximity of 836 to my home at 833 will directly impact my ability to park in front of my own home, which in turn will negatively affect my enjoyment of my own home. My home is my sanctuary, my safe place. Also, 12th St S has many rental properties and some have 2 suites which adds to the parking congestion. I do understand that street parking is public and not assigned but as a common courtesy to all of our neighbors we all try to stay parked in front of our own homes. A home occupation with customers will add 1 or 2 cars at a time and I do not believe that a home business can ultimately control where a customer chooses to park.

I am also concerned about the number of strangers that may be arriving on our street during these office hours. We are in very close proximity to an elementary school and there are many children walking to and from school each day that will pass directly by this office; including groups of children from local area day homes and day care centers. Counselling can sometimes be controversial in nature and I am concerned for vulnerable children that may be unaware of the surrounding home occupations and also the increase in traffic that may be unfamiliar to the area and the volume of pedestrian traffic. In my opinion, this is a safety issue for the children and adults walking on 12th Street South.

The psychologist that is requesting a home occupation license is limited to 6 customers per day, 1 at a time during specified hours. If this is the case, then why is Ms Jensen advertising the following on her webpage:

I specialize in grief and loss, trauma and couples therapy. I take my role as a counsellor seriously and I look forward to holding space for each of you, whatever the road block may be.

<https://www.mackenziejensenpsychology.com/new-page>.

The key point being *couples therapy*, which implies more than one person at a time. She also is advertising group therapy sessions on her website.

Group Counselling

Womb Warriors: A group for women going through infertility March 2020. Contact me for more details.

Stay tuned throughout the year for other groups that may be offered depending on community interest and need. Feel free to contact me and request any of the following groups; with enough interest I will run any of the following:

- Children's Bereavement Group
- Adult Bereavement Group
- End-of-Life Group
- Anticipatory Grief: Someone I love is Dying
- Living with Chronic Illness
- Empty Crib: Miscarriage and Child Loss
- Grief and Loss: Infertility for Couples

<https://www.mackenziejensenpsychology.com/group-counselling>

The hours on the above group therapy poster are within the hours on her home business application that she has indicated she will be seeing clients in her home.

Below I have inserted a post from her Face book page mentioning that she is transitioning into her home office. I find that a bit presumptuous as at the time of posting she had not been granted a home occupation license as of yet. As a matter of fact, she has been advertising that she will be working out of her new home office since Dec 12, 2019 (on her Face book page). She has also referred to a private waiting room, I find that odd; why would a waiting room be required if there is only to be one customer at a time? How can she announce that she is working at home “FOREVER” when her application can still be appealed?



Mackenzie Jensen Psychological Services MC., R.

Psychologist

May 20 · 🌐

Beginning the transition into my home office - more pictures to come! It's going to be super cozy, bright, warm, secure and homey. Looking forward to the day I can embrace my beautiful clients in my new space. There is a separate door to the house for clients only, as well as a private waiting room and bathroom.

Since I'm officially working from home, FOREVER, I thought I'd introduce you to my special colleagues. They are not therapy dogs and never will be; way too focused on having their own needs met 🤪 but they are good company...and lazy 💜

To be clear, I am not against psychology or counselling itself, I am against any home occupation that will receive customers and I am against having a home occupation applicant believe that they do not have to follow due process, and make significant plans for a home office without regard to the well established neighborhood that I have called my home for the past 9 years.

I sincerely thank you for taking the time to review my concerns and I hope that the SDAB will review my points with an open mind. If you require any further information please contact me at melainaplester@gmail.com or ph 403 330 2548 at your convenience.

Melaina Plester
833 12th St S
Lethbridge AB

Response to In-Mail Application for Home Business 836 12 Street South

First, I'd like to say that I believe Mackenzie and Chance are nice young adults. However, you would never know because they never came around and consulted neighbors on their massive house build and in fact were building it with full intentions of having a full time business in this very quiet London Road neighborhood with no respect to the city of Lethbridge or to the neighbors. This is not how good neighbors begin a relationship. Mackenzie has been advertising for almost a year about her new location. She has been advertising her business as well as group sessions from 6-10 people.

What bothers me is the disregard for all the older and long time residents that have lived in this quiet location, some for over 35 years. The attitude seems to be *we will build a massive house, open a full time business on a street with minimal parking and where two cars can't pass, particularly in the winter, and too bad for the long time residents.* Also note that they have built a huge garage workshop. I believe Chance is a carpenter or professional tradesman. Will the alley space become a stockpile for materials? Is this also going to create noise and traffic in the alley? There have already been numerous times the alley has been blocked by trucks. I don't understand how you can afford a massive house and workshop, but not be able to afford downtown rent. What is the incentive to have business downtown if you can go to a beautiful treed low-density residential area to have a business?

As she is saying she has a waiting room and a bathroom, so where are all these people parking while they are waiting? Would the neighborhoods of six-mile coulee, Tudor estates, Riverstone, or Heritage estates ever be considered for a full time business? The city wants to apply 'rules' across all neighborhoods, but seems only some rules apply to some places. Maybe it is believed that a lot of seniors living in a low-density residential neighbourhood won't put up a fight, and I have been asked to advocate on many of their behalf. These people have nurtured the trees, kept their properties up, and watched out for their neighbors. Their voices should be heard, even if they can't attend due to Covid.

I have talked to the BRZ and city councilors' who are not in favour of this as downtown will turn into a ghost town. The homeowner is the winner here with lower taxes, no parking meters, and lots of write offs. Business in her field that keep office space that support downtown are at a disadvantage.

One of the issues seems to be the parking. On this particular block there are only two houses, both with front driveways and one flanked by an alley and the other the avenue. Thus, street parking is minimal. In addition, according to Bylaw 5834 (attached) parking must be set back 1.5m from a driveway and 5m from the avenue approach and 5m from the alley. These requirements mean that if the two properties occupy 30m of frontage, 16m of space is not permissible parking. This leaves 14 feet, the length of a compact Toyota Yaris.

As for the friends letters I can't believe the unprofessional and derogatory comments towards Brenda Watson, the lady who wrote the initial appeal. This attack, unrelated to the business, shows a different side of the applicant than the glowing reviews of friends. Will this disrespect continue in her business operations? Is this how we get what we want, by being mean?

If this goes through, who will monitor this? Is it up to the neighbors to police this? This seems to already be referred to as harassing by one of the letter writers, when the need to get pictures is to prove a point as it is unlikely the appeal board will drive to this residence to see for themselves. In addition, the direction from the City was to take photos.

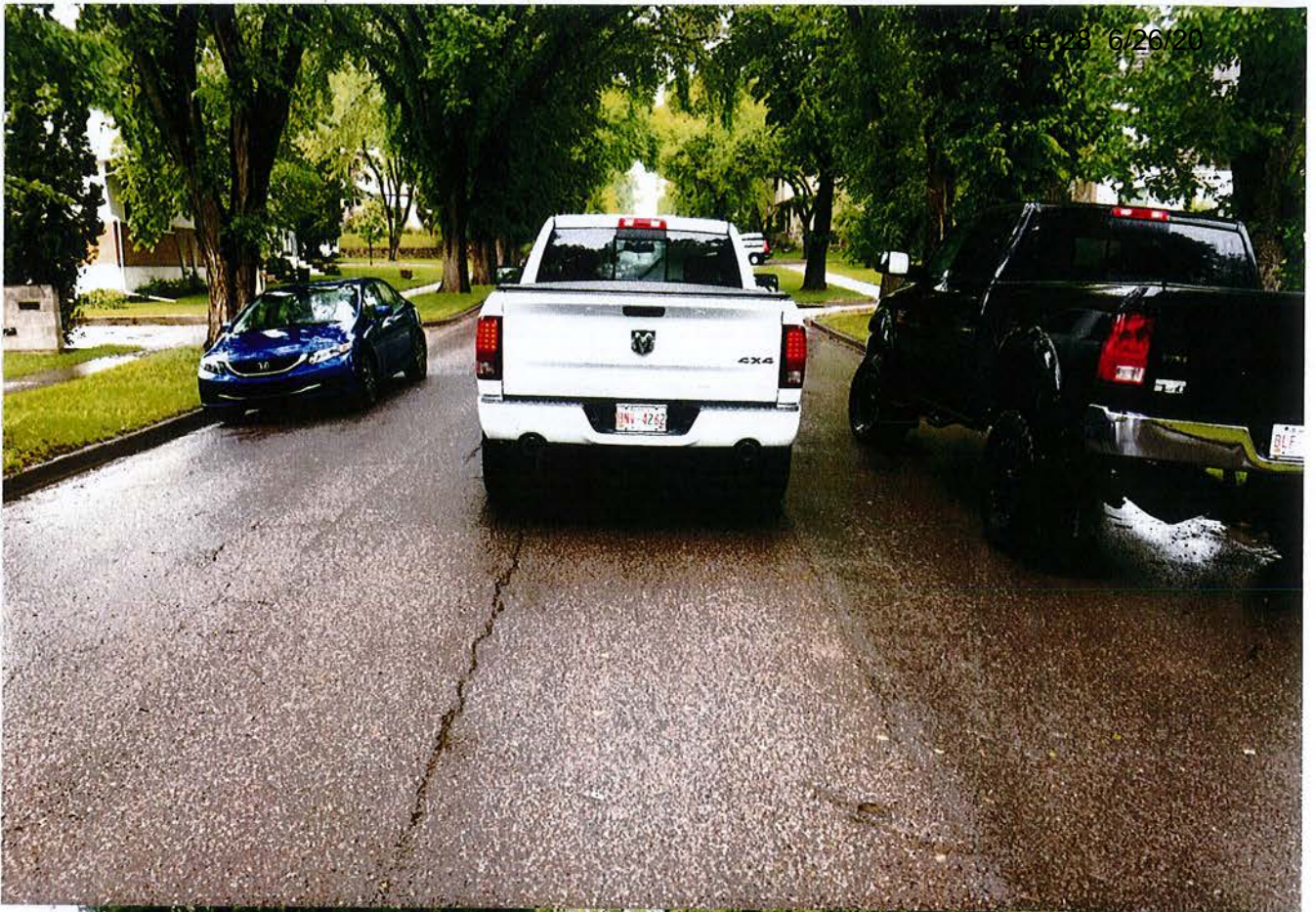
If this was an existing property that was upgraded in a way that fit the neighborhood, like Ms. Thiesenn's psychology business on 9th Avenue, I am sure neighbors would feel differently. Bulldozing your way through this application and the resulting monster sized house is sure to raise the hackles of the neighbors. Speaking of 9th Avenue, the south side where the businesses all exist is outside the London Road area and not zoned low-density residential.

This problem started with the development office pushing through a building permit with no consideration to the concerns raised at the time. From there a home occupation application was given with no consideration on how to engage neighbors or the neighborhood association. These deficiencies have created an adversarial situation. Whatever decision is reached needs to consider how to restore the neighborhood.

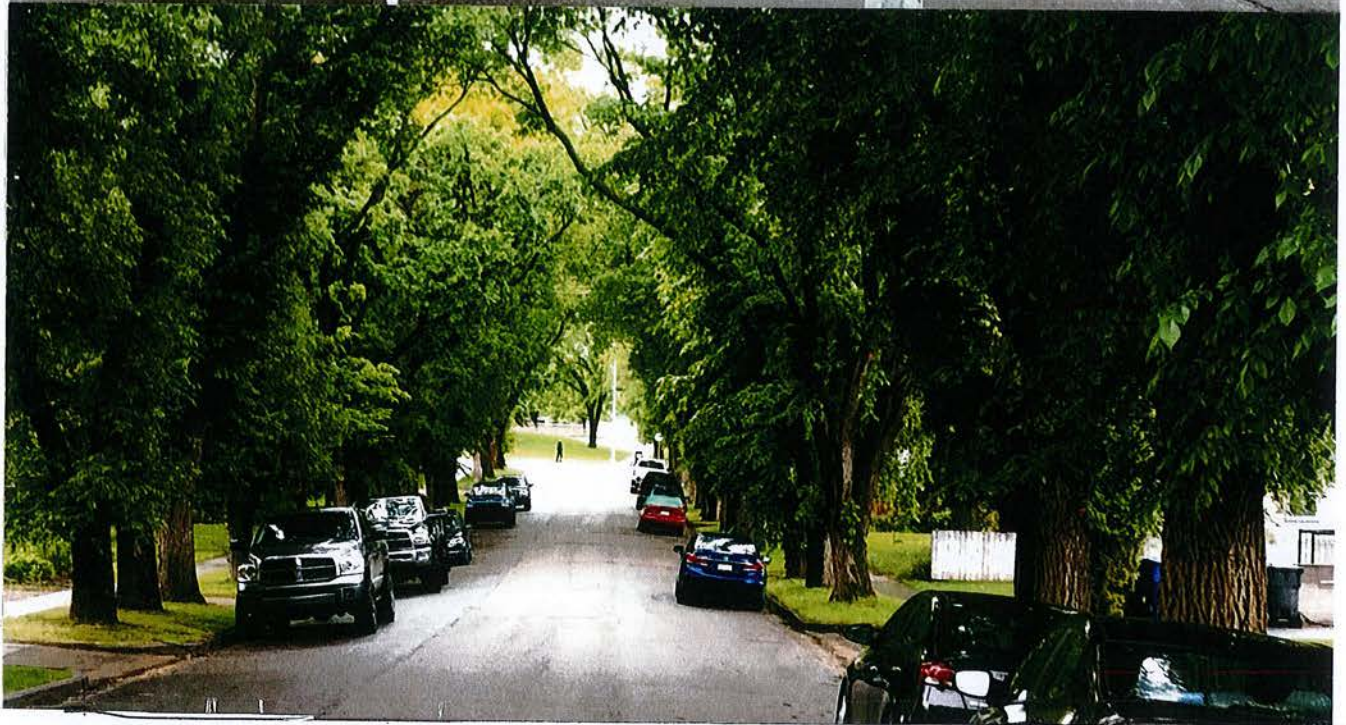
Respectfully submitted.

A handwritten signature in black ink, appearing to read "Rob Meheden", with a long horizontal line extending to the right.

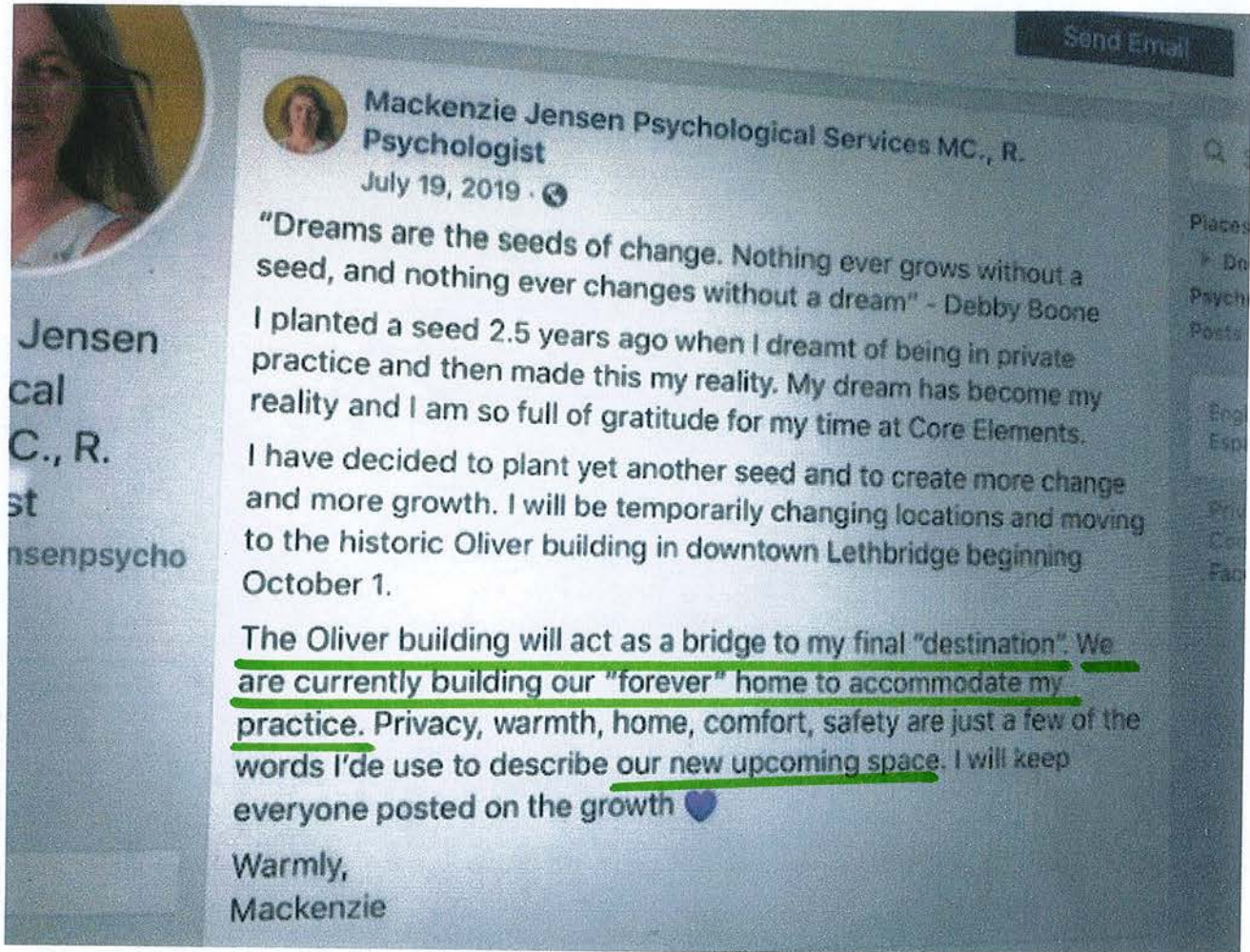
Rob Meheden
824 12 Street S



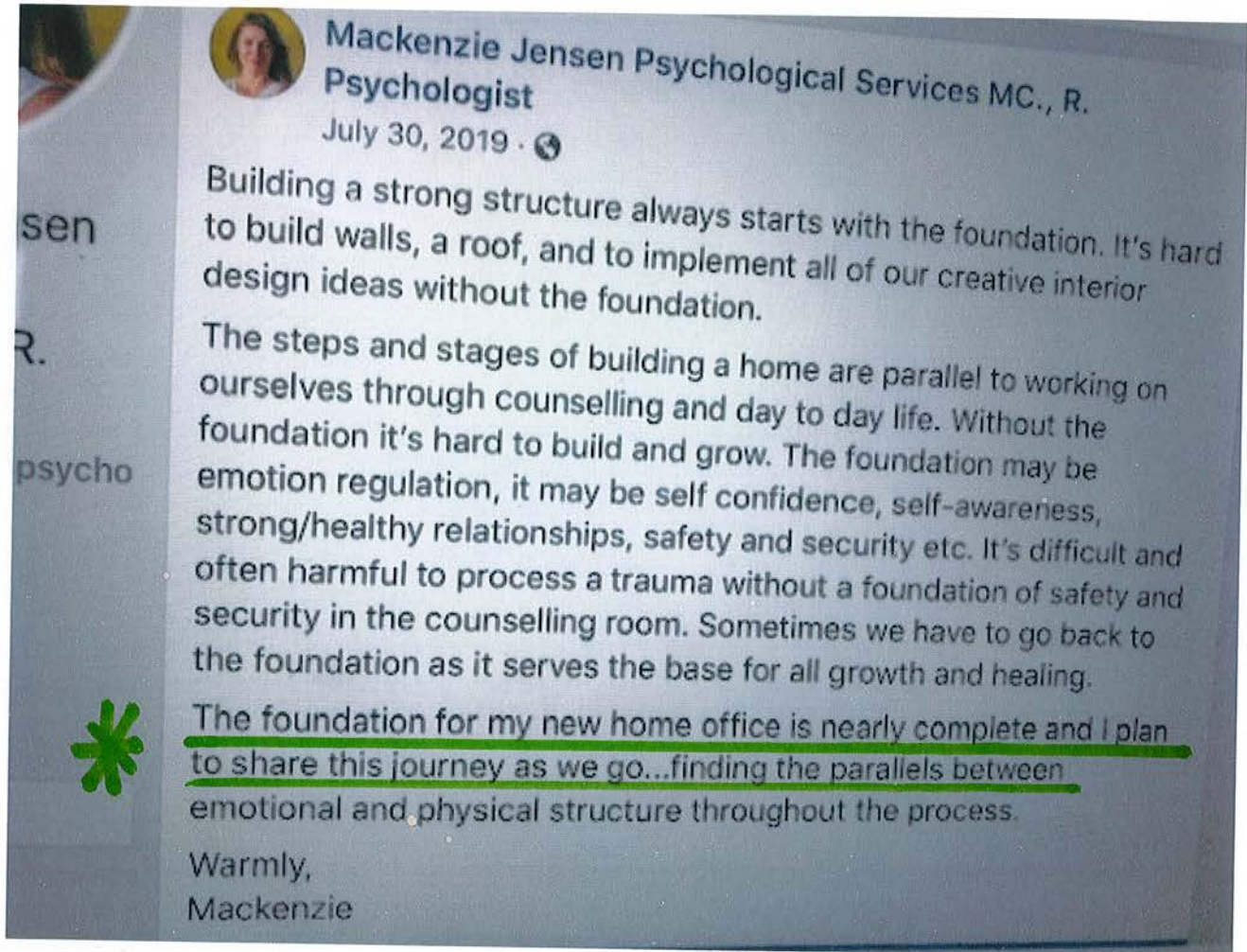
This narrow street barely allows for Residential traffic to safely pass. Increased traffic flow from a business (that is not proposing individual classes – but GROUP CLASSES- see below) will add to congestion and potential accidents, as automobiles attempt to safely pass each other.



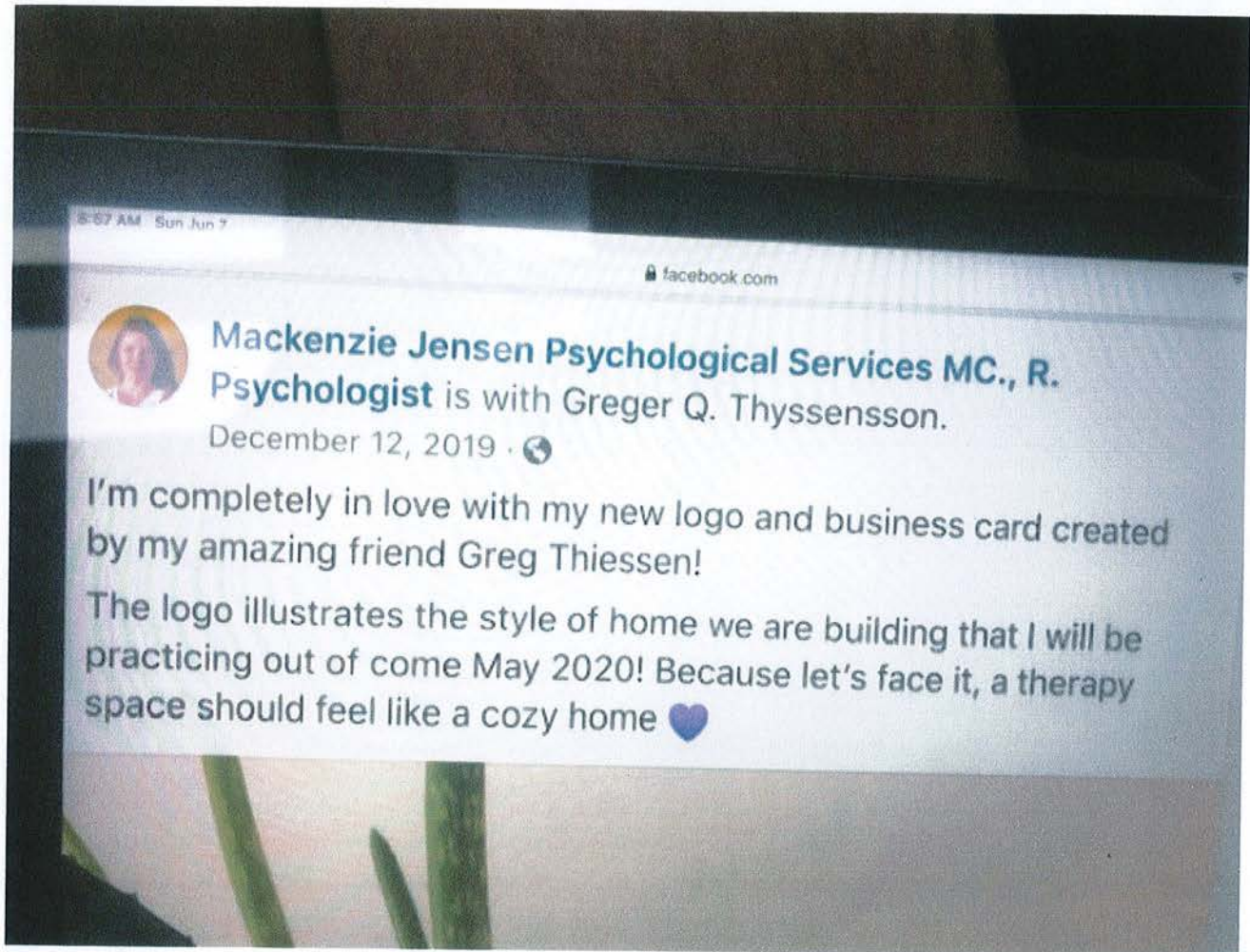
Here are the beautiful views of 12 Street looking north to south and south to north. Why do we want to add businesses to a walkable neighborhood, when downtown, a few blocks away, has a 30-40% vacancy rate?



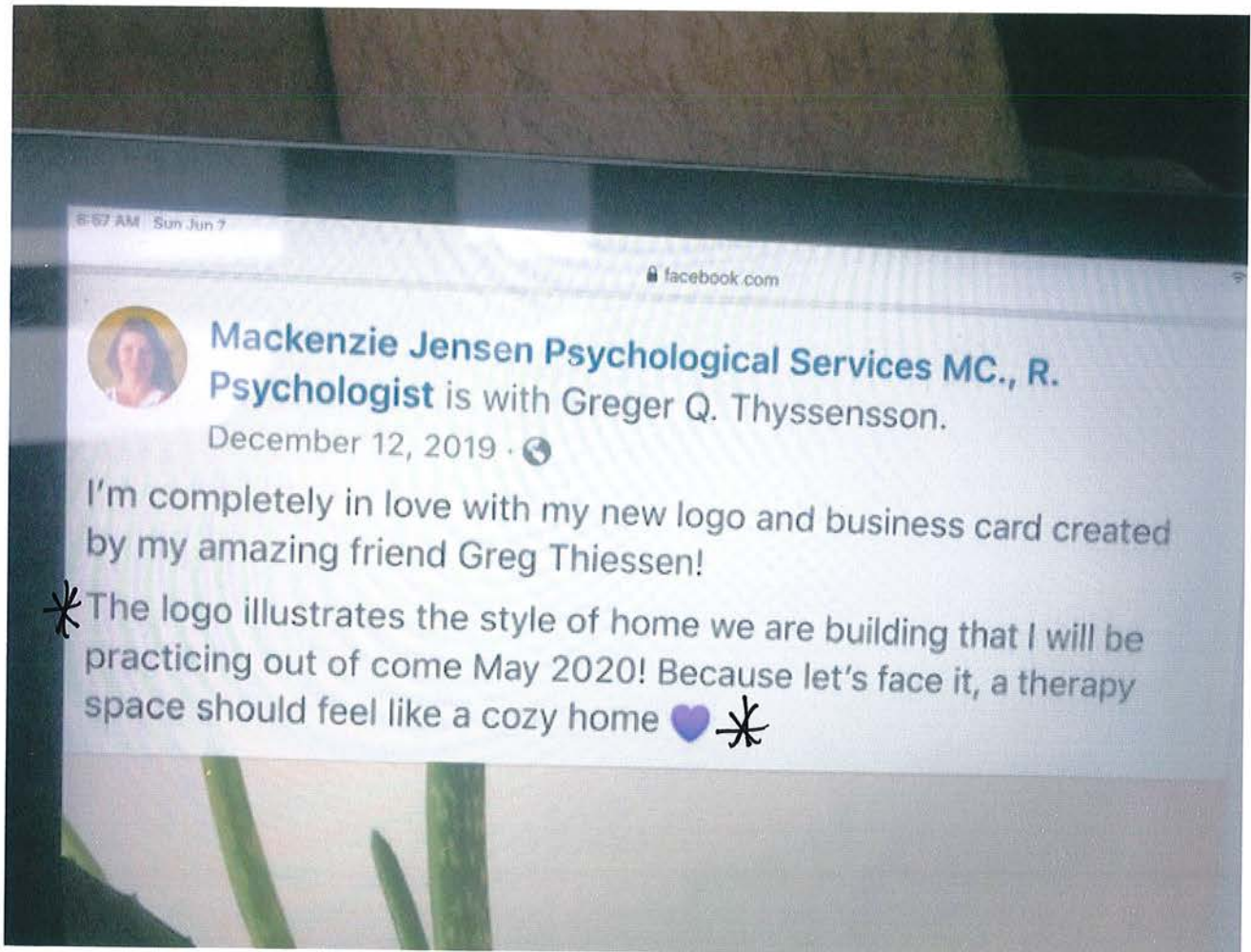
Note: LAST July, 2019 talking
About Business in her "New Home"



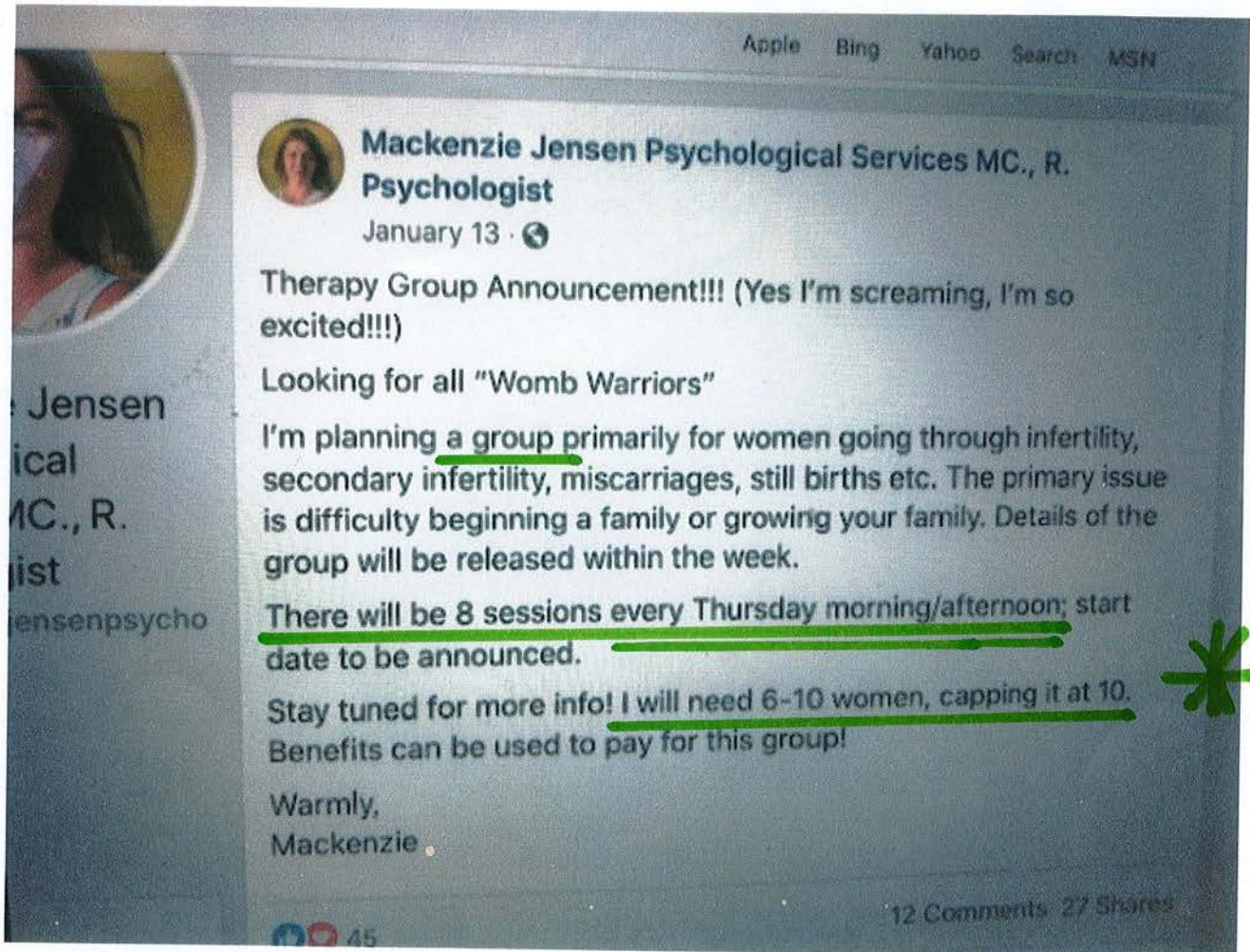
Again July 30, 2019 - TALKING
About New Home Office.



Is this your friend that
wrote a nasty letter about
BRENDA WATSON ??



By READING this.
No Respect for the City of Lethbridge
or LONDON ROAD District. They Are
Saying it's A DONE Deal - No Business License!



VERY INTERESTING - Advertising
Group Sessions without Permit!



By this AD:

Is she already PRACTISING out of this home space, because if she is SHE'S DOING it without A Permit?

or licence.

(11)


WOMB WARRIORS

A therapy group for women with infertility

Are you and your partner struggling to start and/or grow your family? Infertility, secondary infertility, miscarriages and still births are rarely spoken of. In this space, the stigma is removed.

This 8-week group will integrate a mind and body approach with an emphasis on healing the womb warrior as well as her relationship with her partner through infertility. Weekly topics will include:

- grief and loss of infertility
- healing through infertility
- nurturing the reproductive system through yoga
- fertility clinic preparation and processing
- emotion focused processing and coping with infertility, emotional regulation and processing infertility using art
- couples component including emotion focused therapy, and yoga for attachment and bonding (2 sessions).



* July 13 - August 31, 2020 *
Monday evenings 6 - 7:30 p.m.
Coffee, tea and snacks provided

Contact mackenzie.jensen.counseling@gmail.com
to reserve your spot.

\$480/person (group psychotherapy is covered by most benefit providers)

By READING this Advertisement
" This CLEARLY INDICATES She is PLANNING More
THAN ONE person AT A TIME. This would INDICATE
she TAILORED her Application to meet the
CONDITIONS of the Permit, BUT PLANS to do (12)
WHAT EVER she likes once she has A Business Licence"

... snow removal surrounding snow routes to be in effect shall remain in effect for SEVENTY TWO (72) hours unless sooner terminated, or further extended by declaration by the City Manager, such SEVENTY TWO (72) hour period would commence and be effective from the time specified in the declaration.

(4) The City Manager shall inform the general public of the existence of a snow route declaration using whatever means he deems advisable.

1330 Unless required or permitted by the Act or by a Traffic Control Device, or in compliance with the directions of a Peace Officer, a driver shall not stop or park his Vehicle

(1) on a Crosswalk or on any part of a Crosswalk;

* (2) at an intersection nearer than FIVE (5) metres to the projection of the corner property line immediately ahead or immediately to the rear, except when his Vehicle is parked in a space where a Parking Meter or other Traffic Control Device indicates Parking is permitted;

(3) within FIVE (5) metres on the approach to a stop sign or yield sign;

(4) within FIVE (5) metres of any fire hydrant, or when the hydrant is not located at the Curb, within FIVE (5) metres of the point on the Curb nearest the hydrant;

(5) within ONE AND A HALF (1.5) metres of an access to a garage, private road or driveway or a Vehicle crossway over a Sidewalk;

(6) within FIVE (5) metres of the near side of a marked Crosswalk;

(7) on the Roadway side of a Vehicle parked or stopped at the Curb or edge of the Roadway;

1331 Where angle Parking is permitted or required by signs or markings, a driver shall park his Vehicle:

... and parallel to any 2 of the guidelines when present, and



CITY OF
Lethbridge

Land Use Bylaw 5700
DEVELOPMENT PERMIT

**PERMIT NO.
DEV12099**

Address: **836 12 ST S**
Legal: 5728S;11;9-12

District: R-L(L)

Applicant: JENSEN, MACKENZIE
Address: 836 12 ST S LETHBRIDGE AB T1J 2S5

Phone: 403-894-4817

Development Proposed To establish a Type B Home Occupation for Registered Psychologist. 5 clients per day, Mon-thurs, 1 client at a time.
1-7pm Mondays, 8-2pm Tues-Thurs **By appointment only, no walk-ins, No employees

District R-L LOW DENSITY RESIDENTIAL

Land Use HOME OCCUPATION, TYPE B - PERMITTED

CONDITIONS OF APPROVAL

1. That this home occupation be conducted in accordance with Section 9.12 (Type B) of Land Use Bylaw 5700. (attached).
2. That a maximum of 6 customers be permitted to visit the home each day, one at a time, by appointment only. Hours of operation are Monday 1:00p.m. to 7:00p.m. and Tuesday through Thursday 8:00 a.m. 2:00 p.m.
3. That one off-street parking stall shall be provided and maintained for customer visits to the home. This parking stall shall not displace resident parking at the home. Parking shall be in accordance with the parking layout plan submitted May 22, 2020.

Decision Date

May 28, 2020

Valid Date

Jun 23, 2020

Development Commencement

Provided this decision is not appealed, development shall commence:

- on or after the valid date, and
- within one year of the valid date.

Development may commence before the valid date only if the applicant has signed the "Voluntary Waiver of Claims" and is in receipt of this signed permit.

Development Authority


JOSHUA BOURELLE, DEVELOPMENT OFFICER

STATUTORY PLANS

The SSRP and applicable municipal statutory plans were considered in rendering this decision.

APPEALS

The applicant has the right to appeal this decision to the Subdivision and Development Appeal Board. An appeal shall contain a statement of the grounds of appeal and shall be delivered either personally or by Registered Mail so as to reach the Secretary of the Subdivision and Development Appeal Board not later than twenty-one (21) days after the decision date indicated on the Development Permit or 'Development Permit Application - Refused' letter.

FOIP

The personal information provided as part of this permit is collected under the Alberta Municipal Government Act and in accordance with section 33(c) of the Freedom of Information and Protection of Privacy Act. The information is required and will be used for issuing permits, Land Use By-law 5700 compliance verification and monitoring, and property assessment purposes. The name of the permit holder and the nature of the permit is available to the public upon request and may be revealed in public appeal processes.

If you have questions about the collection or use of the personal information provided, please contact Information Management at 910 4 Ave S Lethbridge, AB, T1J 0P6 or phone at (403) 329-7329, or email developmentservices@lethbridge.ca.

Permit No. DEV12099

<p>City of Lethbridge Planning and Development Services 910 - 4th Avenue South Lethbridge, AB T1J 0P6</p> <p>General #: 403-320-3920 Inspection #: 403-320-3830 Fax #: 403-327-8571</p>	<p>Development Permit Application LAND USE BYLAW 5700 - FORM A</p> <p>Project Address: <u>836 12th St. S Lethbridge, AB</u> <u>T1J 2S5</u></p> <p>Unit / Bay #: _____ Civic Address: _____</p> <p>Date: _____ Access Code: _____</p>	<p>BP _____ DEV. <u>12099</u></p>
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Property Owner Applicant

Name: Mackenzie Jensen Paid

Address: 836 12th St. S Lethbridge,
AB T1J 2S5

Phone: _____ Fax: _____

Signature: _____

Land Owner Consent

The owner of this property knows the full details of the proposed development and knows I am making this development application.

Yes No

Applicant Applicant

Name: Mackenzie Jensen Paid

Address: 836 12th St. S Lethbridge,
AB T1J 2S5

Phone: _____ Fax: _____

Signature: _____

Email: _____

B/L #: _____

**** Providing an email address means you consent to receive all documents via this address. Please ensure accuracy. ****

Details of Proposed Development:

Type B home occupation:
Registered Psychologist.
5 clients per day / mon-thurs.
1 client at a time.
1-7pm mondays
8-2pm tues - thurs.
*By appointment only;
no walk-ins. No employees.

Be Advised

Although the Development Officers of the City of Lethbridge are in a position to advise on the principle or details of proposals, such advice must not be taken in any way as an official consent, and is without prejudice to the decision in connection with the formal application. It must be clearly understood that the applicant shall not proceed with the development based on comments made by the Development Officers prior to the issuing of a development permit.

Confirmation

The information I have provided herein and herewith is true, and to the best of my knowledge and abilities, accurate and complete.

Signature: _____ Date: May 14/2020

Version Date: December 27, 2017

Any personal information collected on this form is collected in accordance with Sections 683, 685 and 686 of the Alberta Municipal Government Act and Section 33(c) of the Freedom of Information and Protection of Privacy Act. Please note that such information may be made public. If you have any questions about the collection, use or disclosure of the personal information provided, please contact Information Management at 910 4 Ave S, Lethbridge, AB T1J 0P6 or phone at (403) 329-7329

City of Lethbridge**Planning and
Development
Services**910 - 4th Avenue South
Lethbridge, AB
T1J 0P6General #: 403-320-3920
Inspection #: 403-320-3830
Fax #: 403-227-4571**Voluntary Waiver of Claims**DEVELOPMENT COMMENCEMENT - FORM A.1
LUB 5700, Section 5.10.1BP _____
DEV 12099

Project Address: _____

Unit/Bay # _____

Civic Address: _____

Date: _____

Access Code: _____

"VOLUNTARY WAIVER OF CLAIMS" (Optional)*For Development Approvals of Discretionary Uses and/or Approvals granting a waiver of development standards.*

This "Voluntary Waiver of Claims" allows you to commence your development in advance of the date of validity on your Development Permit. The permit's valid date is the date at which the appeal period for the public has expired.

By agreeing to this "Voluntary Waiver of Claims" you agree that should an appeal be made you will immediately cease the development pending the outcome of the appeal and will waive all claims to compensation from the City of Lethbridge for costs associated with that cessation and/or costs resulting from the outcome of the appeal.

Agreement to this "Voluntary Waiver of Claims" does not nullify your own right to an appeal. You may appeal any condition of approval on the Development Permit to the Subdivision and Development Appeal Board by the date identified on your permit.

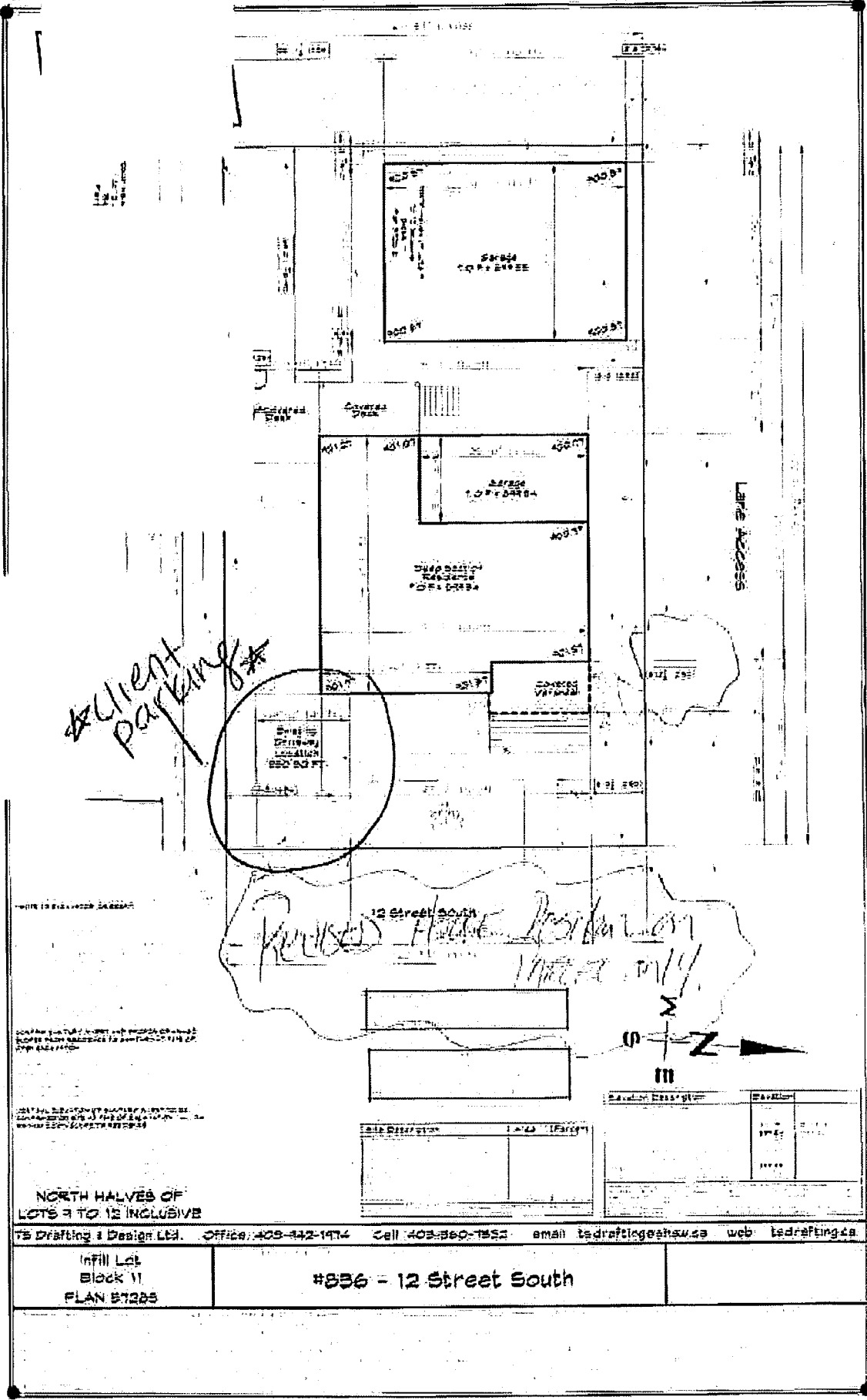
Agreement to this "Voluntary Waiver of Claims" and possession of the released Development Permit does not eliminate the need for a Business License, Building Permit or other permits. Do not commence development without first obtaining all the necessary permits.

I HAVE READ, UNDERSTOOD, AND AGREE TO THIS "VOLUNTARY WAIVER OF CLAIMS"Name (Please Print) Mackenzie Jensen

Signature: _____

Date: May 14, 2020**Version Date: December 28, 2017**

Any personal information collected on this form is collected in accordance with Sections 683, 685 and 686 of the Alberta Municipal Government Act and Section 33(c) of the Freedom of Information and Protection of Privacy Act. Please note that such information may be made public. If you have any questions about the collection, use or disclosure of the personal information provided, please contact Information Management at 910 4 Ave S, Lethbridge, AB, T1J 0P6 or phone at (403) 320-7329.



NOTE TO THE ARCHITECT

DO NOT SCALE THIS PLAN TO DETERMINE DIMENSIONS. ALL DIMENSIONS SHALL BE TAKEN FROM THE DIMENSIONS SHOWN ON THIS PLAN.

DO NOT SCALE THIS PLAN TO DETERMINE DIMENSIONS. ALL DIMENSIONS SHALL BE TAKEN FROM THE DIMENSIONS SHOWN ON THIS PLAN.

NORTH HALVES OF LOTS 9 TO 12 INCLUSIVE

T&S Drafting & Design Ltd. Office: 403-442-1474 Cell: 403-860-1852 email: tsdrafting@shaw.ca web: tsdrafting.ca

Infill Lot
Block 11
PLAN B7285

#836 - 12 Street South

To: Secretary of the Subdivision and Development Appeal Board
City Clerk's Office, 2nd FL. 910 – 4 Ave, South
Lethbridge, AB
T1J 0P6
(403) 329-7329

Re: 836 – 12 St S – Request to establish a home occupation for a Registered Psychologist

Dear Sir/Madam,

My name is Mackenzie Jensen and my husband and I are the owners of this residence. I am responding to the appeal made by one of my neighbours, Brenda Watson and the London Road Neighbourhood Association (LRNA). I am sad to hear the Ms. Watson feels that my business may affect her quality of life and mental health as my passion and profession is meant to do the opposite. I have been a Registered Psychologist for the past 3 years and graduated with my Masters of Counselling in 2014. I have been working in this field of work for the past 10 years on many different scopes; I have gained incredible experience and competence. As a Registered Psychologist, I follow a strict code of ethics (See appendix A) that I will refer to throughout my appeal response. This code of ethics holds me to a high standard of practice both personally and professionally.

I have heard the term “low-density residential” floating around as part of the appeal to my home-based business. If you refer to Bylaw 6088: *Being a Bylaw of the City of Lethbridge to Adopt an Area Redevelopment Plan*, you will find that the meaning of this term refers to encouraging the neighbourhood to remain small scale residential which is the primary focus but is not restricted to just single detached dwellings and it includes secondary suites. Nowhere is there a reference to a home-based business, in-fact this document stresses that this community is intended to foster an environment where you can work, play and live in the same place. This bylaw does not reject home based business and rather emphasises the importance of maintaining health and safety and well-being; something my business offers not only my clients, and myself, but as well as the community. Small-scale residential is a reference to the building itself characterized by front and backyard. What I am requesting, in no way contradicts the goals of maintaining a “low-density residential” neighbourhood (see section 3.3 Character Defining Elements).

It has come to my attention that some people in the neighbourhood have referred to me as a “shrink”. This is a slang term for Psychiatrists and is “a jocular reference to the ritual practice in certain tribal societies of literally shrinking the heads of one’s vanquished enemies. The term shrink was adopted as a joking reference to psychotherapists in the 1960s”. This term is treated as derogatory and offensive. I would like to clarify that I am running a private practice, not a clinic nor am I a commercial business. I am not a Psychiatrist or a “shrink” (<https://www.waywordradio.org/psychiatrist-shrinks/>). “**Psychologists** help people to overcome or manage their problems using a variety of treatments or psychotherapies. **Psychiatrists** are medical doctors who go on to specialize in mental health and

mental disorders” (Canadian Psychological Association; <https://cpa.ca/public/whatisapsychologist/>). Please see this website for clarification and the difference between a Psychiatrist and Psychologist.

The assumption that I will take walk-ins is false and a misrepresentation of my practice. It is extremely uncommon for a private practice to accept walk-ins. I have a 6-month wait list; walk-ins are definitely not an option and they never were. I am the only therapist and the neighbours will not even notice my clients coming and going; this is the reason I have decided to move my already established practice into my home – to offer client’s security, privacy and the utmost confidentiality; to remove one more barrier for clients to access professional counselling. It has come to my attention that one or more neighbours have taken it upon themselves to take photos of my property regularly as well as possibly spread false information about myself, my practice and my clients. I have felt negatively impacted and have such noticed an impact on my quality of life. To be candid, I informed my direct neighbours and those who introduced themselves to me prior to our house being built that I intended to practice from my home as I wanted to be forthcoming and honest; I was not obligated to do so.

We moved into this neighbourhood with reassurance my business would be welcome and that my family would feel safe; again, a characteristic of Bylaw 6088 I mentioned above. Section 3.2 *Guiding Principles* states that “this area will be a leader in supporting innovative planning concepts and ideas and will be a safe, vibrant, and healthy neighbourhood, ensuring the neighbourhood is inclusive and allows a diverse population to live, work, play and age in place”. We have unfortunately experienced the opposite from some of our neighbours who have not attempted to seek clarity directly from me and have instead created their own assumptions. In this letter, I will address each of the LRNA and Ms. Watson’s concerns one by one as I intend to clarify the unfortunate misconceptions and discrimination my clients and I have faced as a result of this appeal.

Risk of Safety: Ms. Watson’s residence is not right beside my house - we are separated by an alley. I have spoken to my neighbours directly to the south, east and west of me. Owners of the homes 1201 9 Ave, 1205 9 Ave, 1113 9 Ave, and 840 12 St have all stated they have no concerns, they are in support of my business and they welcome me to their neighbourhood. One of these couples has a 2-year-old and they have not expressed any concern for her safety (see appendix B). I also have a one-and-a-half-year-old. Her quality of life and safety are my priority. If my clients posed any type of a risk to me or my family, I would NOT be inviting them into my home. Many of the clients I support are high functioning professionals ie. nurses, Psychologists/Social Workers, physicians, RCMP, paramedics, dispatch, LPS, teachers, business owners etc. These people do not struggle with significant mental health issues that cause potential harm to others or myself. They would not cause harm to students at the neighbouring school at all; if anything, their willingness to access mental health services only improves the overall health in our community. I contacted Craig Dejong, the Principal at Fleetwood Bawden Elementary school, the school referred to in Brenda’s appeal. Craig believes my business contributes to the greater health of our community and does not believe his students or staff will be at risk. He has provided a letter on my behalf (see appendix C).

I work with clients who are experiencing grief and loss, end-of-life, trauma, anxiety, and depression. I have been seeing many of my current clients for 6 months – 3 years. We have established a beautiful rapport. They are safe and healthy individuals who are accessing therapy to improve their quality of life. Unfortunately, some people assume all who access mental health services are unstable and not safe – this is an unfortunate discernment.

I do NOT see clients who are mandated or struggling with addiction, chronic suicide, homicidal ideations or any significant mental health diagnoses that may cause harm to others. I only mention this to differentiate between my areas of practice and would like to clarify that it is a common fallacy that these types of clients pose a threat to others. This is discrimination – these individuals are accessing a service to improve their quality of life; not to ruin someone else's. As a Registered Psychologist, and under the Canadian Code of Ethics for Psychologists (See appendix A), I have the right to decline or discontinue services to someone who I believe poses a risk to myself, my family or my community. I also complete a formal assessment on my first meeting with each client to assess their risk of suicide, homicide, and their presenting issues (see appendix D). Therefore, I only work with clients who fall under my scope of practice as mentioned above.

I receive regular consultation with a highly-respected Psychologist/Doctor in Lethbridge who trains other therapists nationally and is a professor at the University of Lethbridge. Dr. Dawn McBride is a mentor of mine who not only offers consultation and supervision to ensure I practice at a high level of competence but she has also offered her office space to me so I can assess first time clients to ensure they do not pose a threat prior to being invited into my home. Please see the letter Dawn included to outline these above points (See appendix E). I have also included a letter from Patti Nicol-Pharo; my supervisor at Lethbridge Family Services from 2014-2017 (appendix E).

There are similar types of services and businesses that operate in this neighbourhood. A colleague of mine lives 3 block west and is a Registered Clinical Social Worker who offers exactly the same services from her home that I am requesting to offer from my home. She (Laura Thiessen) has provided a letter (see appendix F) to share her positive experiences operating this business. Secondly, the Medicine Tree operates half a block away. There is a social worker who offers the same services I will be offering.

I have also provided a copy of my consent form (see appendix G) that speaks specifically to mine and my family's privacy and safety. I will not tolerate any threats or misconduct and my clients are very aware of this. To ensure my neighbours feel safe and protected I have also included an expectation for clients to respect my neighbours under "Home Office Limitations".

Ms. Watson's Privacy: As I mentioned above, our homes are separated by an alley. I have provided a picture of my office window towards Ms. Watson's home as well as the alley separating our homes (see appendix H). Yes, I can see her yard, however her fence is rather tall and surrounded by large trees that do provide privacy; I am unable to see anyone in her yard.

My clients do not want to be seen, nor do they have any interest in looking into Ms. Watson's yard. They are accessing and paying for a service that they are motivated to attend. Ms. Watson's yard, whereabouts, and activities are definitely not a priority to them. My office has top-down bottom-up blinds which allow me to create privacy for both my clients and neighbours. Blinds will cover the bottom part of the window during session in order to protect client privacy ensuring they are also unable to see toward Ms. Watson's yard.

2 Front Doors: In order to build this specific home in this exact location, we had to go through construction permits, building permits and having our building draft approved to ensure it met the requirements of the London Road ARP Bylaw 6088. This clearly meets the low-density residential requirements. In addition, to clarify that I was not forthcoming about my intent to run a business is a false assumption. To state that my actions were "offensive" is unfair. Please see our blueprints submitted to the City of Lethbridge that clearly label my "office/den" and "foyer" (see appendix I). I was not legally allowed to apply for the Type B business permit until I took possession of the home which is why I did not apply sooner. If I had the option to apply at the time of our build I would have done so to avoid the delay this appeal has caused for my clients to access face-to-face therapy.

The two doors were approved as were the windows facing the alley and Ms. Watson's home. Any suggestion to imply the two doors are an indication of a business is incorrect; in fact, there are a number of homes in the area with two doors facing the street, including neighbours right next to me. Structurally, there is nothing illegal or wrong about our home. Regardless of if I operated a home business, these two doors and the window facing the alley will remain. I have provided a picture of the front of my home (see appendix J). As you can see, the one door is concealed and not noticeable from the front. The only reason our house stands out is because it's a brand-new home in an older neighbourhood, not because it has two doors. The reason we have two front doors is to provide privacy for my clients so my family does not see them or hear them. It also provides privacy for my family. As the Canadian Code of Ethics for Psychologists states (see appendix A), I am responsible for my client's privacy and confidentiality.

As you can see, we followed the rules of the city bylaws and this should be evidence enough that I intend to do the same with my business permit. To suggest I will not be compliant with this permit is an assumption and criticism of my character – without ever having sought clarity from me.

Waiting Room: Ms. Watson's assumption that the waiting room suggests I have more than one client in my home is not accurate and I am happy to clarify the purpose of the space. I do have a waiting room/foyer and I advertise such so that clients see I offer a secure environment to ensure the highest quality of services. I see each client for one hour and then have a 15 minute break between each session to ensure I protect the privacy of my clients. These 15 minutes allow me to complete notes from my prior session and make private phone calls as needed. The waiting room exists in case I am in my office writing notes and making

confidential phone calls. It would be unethical of me to have a client walk into my office as I have another client's file on my desk – again a breach of confidentiality.

Groups, Workshops, Children and Couples: I will not be offering groups or workshops in my home office – I rent a space appropriate for the service I am providing. First of all, my office is not large enough to accommodate such a service. Secondly, I haven't offered a group in over 3 years. I advertise groups because I am trained in group therapy and if there is a need in the community I am able to offer it – again outside of my home. Normally, once a group has been advertised and participants have been established, a therapist will then rent an appropriate space to accommodate the group size. Thirdly, I have been hired by schools, funeral homes, accounting firms, addiction treatment centers and other businesses or non-profit agencies to provide education and training. I always complete these workshops on-site at each given business or agency and will never do so in my home. Yes, I hope to operate from my home office "forever", this does not merely suggest that I will be seeing more than 1 customer at a time – again an assumption. If I were to deliver a group or a workshop I would still use my home office to prepare; this by no means suggests that I would host these larger gatherings in my office.

I did intend to see couples out of my home at the time of application. The City of Lethbridge site states a Type B home based business can have one customer at a time. It does not specify or clarify that one customer is one persons or more. I made this assumption based on the way I view couples and children with parents in therapy. Upon clarification after Ms. Watson's appeal, the development office met and clarified one customer would mean one person. At this time, I contacted my colleague Heather Rowland and arranged to see couples from her office space which make up 10% of my caseload. In addition, I will inform parents and caregivers that they must drop off and pick up their children and dependent adults. I have also arranged to run groups out of Heather's space if the need presents itself (see appendix K).

Parking: There is a pre-existing, designated parking space on my property for my clients only, as shown in my application. Parking will not be an issue. We have 3 other spaces on our property for the vehicles we own. I am confident that most people with a valid driving permit have learned to drive defensively. Thus, the threat to pedestrians is no more relevant from my driveway as it is from any other driveway in the city. Most driveways do back over a sidewalk and as defensive drivers we are all required to check our surroundings. As you can see is (appendix L), there is not a 'large hedge' blocking the view from my driveway – it is 40 ft from my driveway. There are trees that line the street – on City of Lethbridge property. The vegetation is something this entire area is known for. Also, I'm confident that most defensive drivers are aware of what a school zone is. The school zone on my street and on 9th is clearly labelled.

I have also included a letter from Hunter Heggie (see appendix M), my previous landlord, who can offer some insight into my practice and the clients I support as well as a table that summarizes all of the appellant's concerns and the facts about my home business (see appendix M).

I hope we can find some type of resolution regarding the LRNA and Ms. Watson's concerns. I hope this letter helps to clarify my profession and my business. I also will continue to advocate for the mental health of our community and my clients. I do not agree with the unfortunate misconception that my clients will pose some type of threat to my community – I actually reject and deny this claim as discriminatory. Their intentions are well, their courage to access mental health services is admirable and many of them contribute significantly to our community on a larger scale; the last thing they do is cause harm. I am honoured to offer them a secure place in my home to feel safe, to have privacy and not to have to walk through a waiting room full of other patients and clients.

Thank you for allowing me to take this time to share my passion for the work I do and the quality of life my business has provided to me and my growing family. I hope the SDAB and the City of Lethbridge will base their decision for me to operate my business off of facts and the evidence I have provided to show I am following the requirements of the Type B home based business permit. I trust the emotional response from only a handful of my neighbours will not take precedence over the evidence I have provided.

With warmth,

Mackenzie Jensen B.Sc., MC., Registered Psychologist #4688

Appendix A

Canadian Code of Ethics for Psychologists

Third Edition

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Canadian Psychological Association Société canadienne de psychologie

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Introduction

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Preamble

Every discipline that has relatively autonomous control over its entry requirements, training, development of knowledge, standards, methods, and practices does so only within the context of a contract with the society in which it functions. This social contract is based on attitudes of mutual respect and trust, with society granting support for the autonomy of a discipline in exchange for a commitment by the discipline to do everything it can to assure that its members act ethically in conducting the affairs of the discipline within society; in particular, a commitment to try to assure that each member will place the welfare of the society and individual members of that society above the welfare of the discipline and its own members. By virtue of this social contract, psychologists have a higher duty of care to members of society than the general duty of care that all members of society have to each other.

The Canadian Psychological Association recognizes its responsibility to help assure ethical behavior and attitudes on the part of psychologists. Attempts to assure ethical behavior and attitudes include articulating ethical principles, values, and standards; promoting those principles, values, and standards through education, peer modelling, and consultation; developing and implementing methods to help psychologists monitor the ethics of their behavior and attitudes; adjudicating complaints of unethical behavior; and, taking corrective action when warranted.

This *Code* articulates ethical principles, values, and standards to guide all members of the Canadian Psychological Association, whether scientists, practitioners, or scientist practitioners, or whether acting in a research, direct service, teaching, student, trainee, administrative, management, employer, employee, supervisory, consultative, peer review, editorial, expert witness, social policy, or any other role related to the discipline of psychology.

Structure and Derivation of Code

Structure. Four ethical principles, to be considered and balanced in ethical decision making, are presented. Each principle is followed by a statement of those values that are included in and give definition to the principle. Each values statement is followed by a list of ethical standards that illustrate the application of the specific principle and values to the activities of psychologists. The standards range from minimal behavioural expectations (e.g., Standards I.28, II.28, III.33, IV.27) to more idealized, but achievable, attitudinal and behavioural expectations (e.g., Standards I.12, II.12, III.10, IV.6). In the margin, to the left of the standards, key words are placed to guide the reader through the standards and to illustrate the relationship of the specific standards to the values statement.

Derivation. The four principles represent those ethical principles used most consistently by Canadian psychologists to resolve hypothetical ethical dilemmas sent to them by the CPA Committee on Ethics during the initial development of the *Code*. In addition to the responses provided by Canadian psychologists, the values statements and ethical standards have been derived from interdisciplinary and international ethics codes, provincial and specialty codes of conduct, and ethics literature.

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When Principles Conflict

All four principles are to be taken into account and balanced in ethical decision making. However, there are circumstances in which ethical principles will conflict and it will not be possible to give each principle equal weight. The complexity of ethical conflicts precludes a firm ordering of the principles. However, the four principles have been ordered according to the weight each generally should be given when they conflict, namely:

Principle I: Respect for the Dignity of Persons. This principle, with its emphasis on moral rights, generally should be given the highest weight, except in circumstances in which there is a clear and imminent danger to the physical safety of any person.

Principle II: Responsible Caring. This principle generally should be given the second highest weight. Responsible caring requires competence and should be carried out only in ways that respect the dignity of persons.

Principle III: Integrity in Relationships. This principle generally should be given the third highest weight. Psychologists are expected to demonstrate the highest integrity in all of their relationships. However, in rare circumstances, values such as openness and straightforwardness might need to be subordinated to the values contained in the Principles of Respect for the Dignity of Persons and Responsible Caring.

Principle IV: Responsibility to Society. This principle generally should be given the lowest weight of the four principles when it conflicts with one or more of them. Although it is necessary and important to consider responsibility to society in every ethical decision, adherence to this principle must be subject to and guided by Respect for the Dignity of Persons, Responsible Caring, and Integrity in Relationships. When a person's welfare appears to conflict with benefits to society, it is often possible to find ways of working for the benefit of society that do not violate respect and responsible caring for the person. However, if this is not possible, the dignity and well-being of a person should not be sacrificed to a vision of the greater good of society, and greater weight must be given to respect and responsible caring for the person.

Even with the above ordering of the principles, psychologists will be faced with ethical dilemmas that are difficult to resolve. In these circumstances, psychologists are expected to engage in an ethical decision-making process that is explicit enough to bear public scrutiny. In some cases, resolution might be a matter of personal conscience. However, decisions of personal conscience are also expected to be the result of a decision-making process that is based on a reasonably coherent set of ethical principles and that can bear public scrutiny. If the psychologist can demonstrate that every reasonable effort was made to apply the ethical principles of this *Code* and resolution of the conflict has had to depend on the personal conscience of the psychologist, such a psychologist would be deemed to have followed this *Code*.

The Ethical Decision-Making Process

The ethical decision-making process might occur very rapidly, leading to an easy resolution of an ethical issue. This is particularly true of issues for which clear-cut guidelines or standards exist and for which there is no conflict between principles. On the other hand, some ethical issues (particularly those in which ethical principles conflict) are not easily resolved, might be emotionally distressful, and might require time-consuming deliberation.

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basic steps typify approaches to ethical decision making:

Identification of the individuals and groups potentially affected by the decision.

Identification of ethically relevant issues and practices, including the interests, rights, and any relevant characteristics of the individuals and groups involved and of the system or circumstances in which the ethical problem arose.

Consideration of how personal biases, stresses, or self-interest might influence the development of or choice between courses of action.

Development of alternative courses of action.

Analysis of likely short-term, ongoing, and long-term risks and benefits of each course of action on the individual(s)/group(s) involved or likely to be affected (e.g., client, client's family or employees, employing institution, students, research participants, colleagues, the discipline, society, self).

Choice of course of action after conscientious application of existing principles, values, and standards.

Action, with a commitment to assume responsibility for the consequences of the action.

Evaluation of the results of the course of action.

Assumption of responsibility for consequences of action, including correction of negative consequences, if any, or re-engaging in the decision-making process if the ethical issue is not resolved.

Appropriate action, as warranted and feasible, to prevent future occurrences of the dilemma (e.g., communication and problem solving with colleagues; changes in procedures and practices).

[Canadian Code of Ethics for Psychologists]

Psychologists engaged in time-consuming deliberation are encouraged and expected to consult with parties affected by the ethical problem, when appropriate, and with colleagues and/or advisory bodies

when such persons can add knowledge or objectivity to the decision-making process. Although the decision for action remains with the individual psychologist, the seeking and consideration of such assistance reflects an ethical approach to ethical decision making.

Uses of the Code

This *Code* is intended to guide psychologists in their everyday conduct, thinking, and planning, and in the resolution of ethical dilemmas; that is, it advocates the practice of both proactive and reactive ethics.

The *Code* also is intended to serve as an umbrella document for the development of codes of conduct or other more specific codes. For example, the *Code* could be used as an ethical framework for the identification of behaviours that would be considered enforceable in a jurisdiction, the violation of which would constitute misconduct; or, jurisdictions could identify those standards in the *Code* that would be considered of a more serious nature and, therefore, reportable and subject to possible

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discipline. In addition, the principles and values could be used to help specialty areas develop standards that are specific to those areas. Some work in this direction has already occurred within CPA (e.g., *Guidelines for the Use of Animals in Research and Instruction in Psychology*, *Guidelines for Non-Discriminatory Practice*, *Guidelines for Psychologists in Addressing Recovered Memories*). The principles and values incorporated into this *Code*, insofar as they come to be reflected in other documents guiding the behavior of psychologists, will reduce inconsistency and conflict between documents.

A third use of the *Code* is to assist in the adjudication of complaints against psychologists. A body charged with this responsibility is required to investigate allegations, judge whether unacceptable behavior has occurred, and determine what corrective action should be taken. In judging whether unacceptable conduct has occurred, many jurisdictions refer to a code of conduct. Some complaints, however, are about conduct that is not addressed directly in a code of conduct. The *Code* provides an ethical framework for determining whether the complaint is of enough concern, either at the level of the individual psychologist or at the level of the profession as a whole, to warrant corrective action (e.g., discipline of the individual psychologist, general educational activities for members, or incorporation into the code of conduct). In determining corrective action for an individual psychologist, one of the judgments the adjudicating body needs to make is whether an individual conscientiously engaged in an ethical decision-making process and acted in good faith, or whether there was a negligent or willful disregard of ethical principles. The articulation of the ethical decision-making process contained in this *Code* provides guidance for making such judgements.

Responsibility of the Individual Psychologist

The discipline's contract with society commits the discipline and its members to act as a moral community that develops its ethical awareness and sensitivity, educates new members in the ethics of the discipline, manages its affairs and its members in an ethical manner, is as self-correcting as possible, and is accountable both internally and externally.

However, responsibility for ethical action depends foremost on the integrity of each individual psychologist; that is, on each psychologist's commitment to behave as ethically as possible in every

situation. Acceptance to membership in the Canadian Psychological Association, a scientific and professional association of psychologists, commits members:

1. To adhere to the Association's *Code* in all current activities as a psychologist.
2. To apply conscientiously the ethical principles and values of the *Code* to new and emerging areas of activity.
3. To assess and discuss ethical issues and practices with colleagues on a regular basis.
4. To bring to the attention of the Association ethical issues that require clarification or the development of new guidelines or standards.
5. To bring concerns about possible unethical actions by a psychologist directly to the psychologist when the action appears to be primarily a lack of sensitivity, knowledge, or experience, and attempt to reach an agreement on the issue and, if needed, on the appropriate action to be taken.
6. To bring concerns about possible unethical actions of a more serious nature (e.g., actions that have caused or could cause serious harm, or actions that are considered

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misconduct in the jurisdiction) to the person(s) or body(ies) best suited to investigating the situation and to stopping or offsetting the harm.

To consider seriously others' concerns about one's own possibly unethical actions and attempt to reach an agreement on the issue and, if needed, take appropriate action.

In bringing or in responding to concerns about possible unethical actions, not to be vexatious or malicious.

To cooperate with duly constituted committees of the Association that are concerned with ethics and ethical conduct.

[Canadian Code of Ethics for Psychologists]

Relationship of Code to Personal Behaviour

This *Code* is intended to guide and regulate only those activities a psychologist engages in by virtue of being a psychologist. There is no intention to guide or regulate a psychologist's activities outside of this context. Personal behavior becomes a concern of the discipline only if it is of such a nature that it undermines public trust in the discipline as a whole or if it raises questions about the psychologist's ability to carry out appropriately his/her responsibilities as a psychologist.

Relationship of Code to Provincial Regulatory Bodies

In exercising its responsibility to articulate ethical principles, values, and standards for those who wish to become and remain members in good standing, the Canadian Psychological Association recognizes the multiple memberships that some psychologists have (both regulatory and voluntary). The *Code* has attempted to encompass and incorporate those ethical principles most prevalent in the discipline as a whole, thereby minimizing the possibility of variance with provincial/territorial regulations and guidelines. Psychologists are expected to respect the requirements of their provincial/territorial regulatory bodies. Such requirements might define particular behaviours that constitute misconduct, are reportable to the regulatory body, and/or are subject to discipline.

Definition of Terms

For the purposes of this *Code*:

1. a) **“Psychologist”** means any person who is a Fellow, Member, Student Affiliate or Foreign Affiliate of the Canadian Psychological Association, or a member of any psychology voluntary association or regulatory body adopting this *Code*. (Readers are reminded that provincial/territorial jurisdictions might restrict the legal use of the term psychologist in their jurisdiction and that such restrictions are to be honoured.)
2. b) **“Client”** means an individual, family, or group (including an organization or community) receiving service from a psychologist.
3. c) Clients, research participants, students, and any other persons with whom psychologists come in contact in the course of their work, are **“independent”** if they can independently contract or give informed consent. Such persons are **“partially dependent”** if the decision to contract or give informed consent is shared between two or more parties (e.g., parents and school boards, workers and Workers’ Compensation Boards, adult members of a family). Such persons are considered to be **“fully dependent”** if they have little or no choice about whether or not to receive service or participate in an activity (e.g., patients who have been involuntarily committed to a

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psychiatric facility, or very young children involved in a research project).

4. d) **“Others”** means any persons with whom psychologists come in contact in the course of their work. This may include, but is not limited to: clients seeking help with individual, family, organizational, industrial, or community issues; research participants; employees; students; trainees; supervisees; colleagues; employers; third party payers; and, members of the general public.
5. e) **“Legal or civil rights”** means those rights protected under laws and statutes recognized by the province or territory in which the psychologist is working.
6. f) **“Moral rights”** means fundamental and inalienable human rights that might or might not be fully protected by existing laws and statutes. Of particular significance to psychologists, for example, are rights to: distributive justice; fairness and due process; and, developmentally appropriate privacy, self- determination, and personal liberty. Protection of some aspects of these rights might involve practices that are not contained or controlled within current laws and statutes. Moral rights are not limited to those mentioned in this definition.
7. g) **“Unjust discrimination”** or **“unjustly discriminatory”** means activities that are prejudicial or promote prejudice to persons because of their culture, nationality, ethnicity, colour, race,

- religion, sex, gender, marital status, sexual orientation, physical or mental abilities, age, socio-economic status, or any other preference or personal characteristic, condition, or status.
8. h) “**Sexual harassment**” includes either or both of the following: (i) The use of power or authority in an attempt to coerce another person to engage in or tolerate sexual activity. Such uses include explicit or implicit threats of reprisal for noncompliance, or promises of reward for compliance. (ii) Engaging in deliberate and/or repeated unsolicited sexually oriented comments, anecdotes, gestures, or touching, if such behaviours: are offensive and unwelcome; create an offensive, hostile, or intimidating working, learning, or service environment; or, can be expected to be harmful to the recipient.
9. i) The “**discipline of psychology**” refers to the scientific and applied methods and knowledge of psychology, and to the structures and procedures used by its members for conducting their work in relationship to society, to members of the public, to students or trainees, and to each other.

Review Schedule

To maintain the relevance and responsiveness of this *Code*, it will be reviewed regularly by the CPA Board of Directors, and revised as needed. You are invited to forward comments and suggestions, at any time, to the CP A office. In addition to psychologists, this invitation is extended to all readers, including members of the public and other disciplines.

¹
sexual harassment. Ottawa, Author.

Adapted from: Canadian Psychological Association. (1985). *Guidelines for the elimination of*

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Principle I: Respect for the Dignity of Persons

Values Statement

In the course of their work as scientists, practitioners, or scientist-practitioners, psychologists come into contact with many different individuals and groups, including: research participants; clients seeking help with individual, family, organizational, industrial, or community issues; students; trainees; supervisees; employees; business partners; business competitors; colleagues; employers; third party payers; and, the general public.

In these contacts, psychologists accept as fundamental the principle of respect for the dignity of persons; that is, the belief that each person should be treated primarily as a person or an end in him/herself, not as an object or a means to an end. In so doing, psychologists acknowledge that all persons have a right to have their innate worth as human beings appreciated and that this worth is not dependent upon their culture, nationality, ethnicity, colour, race, religion, sex, gender, marital status, sexual orientation, physical or mental abilities, age, socio-economic status, or any other preference or personal characteristic, condition, or status.

Although psychologists have a responsibility to respect the dignity of all persons with whom they come in contact in their role as psychologists, the nature of their contract with society demands that their greatest responsibility be to those persons in the most vulnerable position. Normally, persons directly receiving or involved in the psychologist's activities are in such a position (e.g., research participants, clients, students). This responsibility is almost always greater than their responsibility to those indirectly involved (e.g., employers, third party payers, the general public).

Adherence to the concept of moral rights is an essential component of respect for the dignity of persons. Rights to privacy, self-determination, personal liberty, and natural justice are of particular importance to psychologists, and they have a responsibility to protect and promote these rights in all of their activities. As such, psychologists have a responsibility to develop and follow procedures for informed consent, confidentiality, fair treatment, and due process that are consistent with those rights.

As individual rights exist within the context of the rights of others and of responsible caring (see Principle II), there might be circumstances in which the possibility of serious detrimental consequences to themselves or others, a diminished capacity to be autonomous, or a court order, would disallow some aspects of the rights to privacy, self-determination, and personal liberty. Indeed, such circumstances might be serious enough to create a duty to warn or protect others (see Standards I.45 and II.39). However, psychologists still have a responsibility to respect the rights of the person(s) involved to the greatest extent possible under the circumstances, and to do what is necessary and reasonable to reduce the need for future disallowances.

Psychologists recognize that, although all persons possess moral rights, the manner in which such rights are promoted, protected, and exercised varies across communities and cultures. For instance, definitions of what is considered private vary, as does the role of families and other community members in personal decision making. In their work, psychologists acknowledge and respect such differences, while guarding against clear violations of moral rights.

In addition, psychologists recognize that as individual, family, group, or community vulnerabilities increase, or as the power of persons to control their environment or their lives decreases, psychologists have an increasing responsibility to seek ethical advice and to establish safeguards to protect the rights of the persons involved. For this reason, psychologists consider it their responsibility to increase safeguards to protect and promote the rights of persons involved in their activities proportionate to the

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General respect

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General rights I.5

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the Principle of Respect for the Dignity of Persons, psychologists would:

Demonstrate appropriate respect for the knowledge, insight, experience, and areas of expertise of others.

Not engage publicly (e.g., in public statements, presentations, research reports, or with clients) in degrading comments about others, including demeaning jokes based on such characteristics as culture, nationality, ethnicity, colour, race, religion, sex, gender, or sexual orientation.

Strive to use language that conveys respect for the dignity of persons as much as possible in all written or oral communication.

Abstain from all forms of harassment, including sexual harassment.

Avoid or refuse to participate in practices disrespectful of the legal, civil, or moral rights of others.

Refuse to advise, train, or supply information to anyone who, in the psychologist's judgement, will use the knowledge or skills to infringe on human rights.

Make every reasonable effort to ensure that psychological knowledge is not misused, intentionally or unintentionally, to infringe on human rights.

Respect the right of research participants, clients, employees, supervisees, students, trainees, and others to safeguard their own dignity.

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degree of dependency and the lack of voluntary initiation. For example, this would mean that there would be more safeguards to protect and promote the rights of fully dependent persons than partially dependent persons, and more safeguards for partially dependent than independent persons.

Respect for the dignity of persons also includes the concept of distributive justice. With respect to psychologists, this concept implies that all persons are entitled to benefit equally from the contributions of psychology and to equal quality in the processes, procedures, and services being conducted by psychologists, regardless of the person's characteristics, condition, or status. Although individual psychologists might specialize and direct their activities to particular populations, or might decline to

engage in activities based on the limits of their competence or acknowledgment of problems in some relationships, psychologists must not exclude persons on a capricious or unjustly discriminatory basis.

By virtue of the social contract that the discipline has with society, psychologists have a higher duty of care to members of society than the general duty of care all members of society have to each other. However, psychologists are entitled to protect themselves from serious violations of their own moral rights (e.g., privacy, personal liberty) in carrying out their work as psychologists.

Ethical Standards

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Non-discrimination

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9. I.9 Not practice, condone, facilitate, or collaborate with any form of unjust discrimination.
10. I.10 Act to correct practices that are unjustly discriminatory.
11. I.11 Seek to design research, teaching, practice, and business activities in such a way that they contribute to the fair distribution of benefits to individuals and groups, and that they do not unfairly exclude those who are vulnerable or might be disadvantaged.

Fair treatment/due process

12. I.12 Work and act in a spirit of fair treatment to others.
13. I.13 Help to establish and abide by due process or other natural justice procedures for employment, evaluation, adjudication, editorial, and peer review activities.
14. I.14 Compensate others fairly for the use of their time, energy, and knowledge, unless such compensation is refused in advance.
15. I.15 Establish fees that are fair in light of the time, energy, and knowledge of the psychologist and any associates or employees, and in light of the market value of the product or service. (Also see Standard IV.12.)

Informed consent

16. I.16 Seek as full and active participation as possible from others in decisions that affect them, respecting and integrating as much as possible their opinions and wishes.
17. I.17 Recognize that informed consent is the result of a process of reaching an agreement to work collaboratively, rather than of simply having a consent form signed.
18. I.18 Respect the expressed wishes of persons to involve others (e.g., family members, community members) in their decision making regarding informed consent. This would include respect for written and clearly expressed unwritten advance directives.
19. I.19 Obtain informed consent from all independent and partially dependent persons for any psychological services provided to them except in circumstances of urgent need (e.g., disaster or other crisis). In urgent circumstances, psychologists would proceed with the assent of such persons, but fully informed consent would be obtained as soon as possible. (Also see Standard I.29.)

20. I.20 Obtain informed consent for all research activities that involve obtrusive measures, invasion of privacy, more than minimal risk of harm, or any attempt to change the behavior of research participants.
21. I.21 Establish and use signed consent forms that specify the dimensions of informed consent or that acknowledge that such dimensions have been explained and are understood, if such forms are required by law or if such forms are desired by the psychologist, the person(s) giving consent, or the organization for whom the psychologist works.

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22. I.22 Accept and document oral consent, in situations in which signed consent forms are not acceptable culturally or in which there are other good reasons for not using them.
23. I.23 Provide, in obtaining informed consent, as much information as reasonable or prudent persons would want to know before making a decision or consenting to the activity. The psychologist would relay this information in language that the persons understand (including providing translation into another language, if necessary) and would take whatever reasonable steps are needed to ensure that the information was, in fact, understood.
24. I.24 Ensure, in the process of obtaining informed consent, that at least the following points are understood: purpose and nature of the activity; mutual responsibilities; confidentiality protections and limitations; likely benefits and risks; alternatives; the likely consequences of non-action; the option to refuse or withdraw at any time, without prejudice; over what period of time the consent applies; and, how to rescind consent if desired. (Also see Standards III.23-30.)
25. I.25 Provide new information in a timely manner, whenever such information becomes available and is significant enough that it reasonably could be seen as relevant to the original or ongoing informed consent.
26. I.26 Clarify the nature of multiple relationships to all concerned parties before obtaining consent, if providing services to or conducting research at the request or for the use of third parties. This would include, but not be limited to: the purpose of the service or research; the reasonably anticipated use that will be made of information collected; and, the limits on confidentiality. Third parties may include schools, courts, government agencies, insurance companies, police, and special funding bodies.

Freedom of consent

27. I.27 Take all reasonable steps to ensure that consent is not given under conditions of coercion, undue pressure, or undue reward. (Also see Standard III.32.)
28. I.28 Not proceed with any research activity, if consent is given under any condition of coercion, undue pressure, or undue reward. (Also see Standard III.32.)
29. I.29 Take all reasonable steps to confirm or re-establish freedom of consent, if consent for service is given under conditions of duress or conditions of extreme need.
30. I.30 Respect the right of persons to discontinue participation or service at any time, and be responsive to non-verbal indications of a desire to discontinue if a person has difficulty with verbally communicating such a desire (e.g., young children, verbally disabled persons) or, due to culture, is unlikely to communicate such a desire orally.

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Protections for vulnerable persons

31. I.31 Seek an independent and adequate ethical review of human rights issues and protections for any research involving members of vulnerable groups, including persons of diminished capacity to give informed consent, before making a decision to proceed.
32. I.32 Not use persons of diminished capacity to give informed consent in research studies, if the research involved may be carried out equally well with persons who have a fuller capacity to give informed consent.
33. I.33 Seek to use methods that maximize the understanding and ability to consent of persons of diminished capacity to give informed consent, and that reduce the need for a substitute decision maker.
34. I.34 Carry out informed consent processes with those persons who are legally responsible or appointed to give informed consent on behalf of persons not competent to consent on their own behalf, seeking to ensure respect for any previously expressed preferences of persons not competent to consent.
35. I.35 Seek willing and adequately informed participation from any person of diminished capacity to give informed consent, and proceed without this assent only if the service or research activity is considered to be of direct benefit to that person.
36. I.36 Be particularly cautious in establishing the freedom of consent of any person who is in a dependent relationship to the psychologist (e.g., student, employee). This may include, but is not limited to, offering that person an alternative activity to fulfill their educational or employment goals, or offering a range of research studies or experience opportunities from which the person can select, none of which is so onerous as to be coercive.

Privacy

37. I.37 Seek and collect only information that is germane to the purpose(s) for which consent has been obtained.
38. I.38 Take care not to infringe, in research, teaching, or service activities, on the personally, developmentally, or culturally defined private space of individuals or groups, unless clear permission is granted to do so.
39. I.39 Record only that private information necessary for the provision of continuous, coordinated service, or for the goals of the particular research study being conducted, or that is required or justified by law. (Also see Standards IV.17 and IV.18.)
40. I.40 Respect the right of research participants, employees, supervisees, students, and trainees to reasonable personal privacy.
41. I.41 Collect, store, handle, and transfer all private information, whether written or unwritten (e.g., communication during service provision, written records, e-mail or fax communication, computer files, video-tapes), in a way that attends to the needs for privacy and security. This would include having adequate plans for records in circumstances of one's own serious illness, termination of employment, or death.

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I.42 Take all reasonable steps to ensure that records over which they have control remain personally identifiable only as long as necessary in the interests of those to whom they refer and/or to the research project for which they were collected, or as required or justified by law (e.g., the possible need to defend

oneself against future allegations), and render anonymous or destroy any records under their control that no longer need to be personally identifiable. (Also see Standards IV .17 and IV .18.)

Confidentiality

43. I.43 Be careful not to relay information about colleagues, colleagues' clients, research participants, employees, supervisees, students, trainees, and members of organizations, gained in the process of their activities as psychologists, that the psychologist has reason to believe is considered confidential by those persons, except as required or justified by law. (Also see Standards IV .17 and IV .18.)
44. I.44 Clarify what measures will be taken to protect confidentiality, and what responsibilities family, group, and community members have for the protection of each other's confidentiality, when engaged in services to or research with individuals, families, groups, or communities.
45. I.45 Share confidential information with others only with the informed consent of those involved, or in a manner that the persons involved cannot be identified, except as required or justified by law, or in circumstances of actual or possible serious physical harm or death. (Also see Standards II.39, IV .17, and IV .18.)

Extended responsibility

46. I.46 Encourage others, in a manner consistent with this *Code*, to respect the dignity of persons and to expect respect for their own dignity.
47. I.47 Assume overall responsibility for the scientific and professional activities of their assistants, employees, students, supervisees, and trainees with regard to Respect for the Dignity of Persons, all of whom, however, incur similar obligations.

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Values Statement

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Principle II: Responsible Caring

A basic ethical expectation of any discipline is that its activities will benefit members of society or, at least, do no harm. Therefore, psychologists demonstrate an active concern for the welfare of any individual, family, group, or community with whom they relate in their role as psychologists. This concern includes both those directly involved and those indirectly involved in their activities. However, as with Principle I, psychologists' greatest responsibility is to protect the welfare of those in the most vulnerable position. Normally, persons directly involved in their activities (e.g., research participants, clients, students) are in such a position. Psychologists' responsibility to those indirectly involved (e.g., employers, third party payers, the general public) normally is secondary.

As persons usually consider their own welfare in their personal decision making, obtaining informed consent (see Principle I) is one of the best methods for ensuring that their welfare will be protected. However, it is only when such consent is combined with the responsible caring of the psychologist that there is considerable ethical protection of the welfare of the person(s) involved.

Responsible caring leads psychologists to take care to discern the potential harm and benefits involved, to predict the likelihood of their occurrence, to proceed only if the potential benefits outweigh the potential harms, to develop and use methods that will minimize harms and maximize benefits, and to take responsibility for correcting clearly harmful effects that have occurred as a direct result of their research, teaching, practice, or business activities.

In order to carry out these steps, psychologists recognize the need for competence and self-knowledge. They consider incompetent action to be unethical per se, as it is unlikely to be of benefit and likely to be harmful. They engage only in those activities in which they have competence or for which they are receiving supervision, and they perform their activities as competently as possible. They acquire, contribute to, and use the existing knowledge most relevant to the best interests of those concerned. They also engage in self-reflection regarding how their own values, attitudes, experiences, and social context (e.g., culture, ethnicity, colour, religion, sex, gender, sexual orientation, physical and mental abilities, age, and socio-economic status) influence their actions, interpretations, choices, and recommendations. This is done with the intent of increasing the probability that their activities will benefit and not harm the individuals, families, groups, and communities to whom they relate in their role as psychologists. Psychologists define harm and benefit in terms of both physical and psychological dimensions. They are concerned about such factors as: social, family, and community relationships; personal and cultural identity; feelings of self-worth, fear, humiliation, interpersonal trust, and cynicism; self-knowledge and general knowledge; and, such factors as physical safety, comfort, pain, and injury. They are concerned about immediate, short-term, and long-term effects.

Responsible caring recognizes and respects (e.g., through obtaining informed consent) the ability of individuals, families, groups, and communities to make decisions for themselves and to care for themselves and each other. It does not replace or undermine such ability, nor does it substitute one person's opinion about what is in the best interests of another person for that other person's competent decision making. However, psychologists recognize that, as vulnerabilities increase or as power to control one's own life decreases, psychologists have an increasing responsibility to protect the well-being of the individual, family, group, or community involved. For this reason, as in Principle I, psychologists consider it their responsibility to increase safeguards proportionate to the degree of dependency and the lack of voluntary initiation on the part of the persons involved. However, for Principle II, the safeguards are for the well-being of persons rather than for the rights of persons.

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Psychologists' treatment and use of animals in their research and teaching activities are also a component of responsible caring. Although animals do not have the same moral rights as persons (e.g., privacy), they do have the right to be treated humanely and not to be exposed to unnecessary discomfort, pain, or disruption.

By virtue of the social contract that the discipline has with society, psychologists have a higher duty of care to members of society than the general duty of care all members of society have to each other. However, psychologists are entitled to protect their own basic well-being (e.g., physical safety, family relationships) in their work as psychologists.

Ethical Standards

In adhering to the Principle of Responsible Caring, psychologists would:

General caring

1. II.1 Protect and promote the welfare of clients, research participants, employees, supervisees, students, trainees, colleagues, and others.
2. II.2 Avoid doing harm to clients, research participants, employees, supervisees, students, trainees, colleagues, and others.
3. II.3 Accept responsibility for the consequences of their actions.
4. II.4 Refuse to advise, train, or supply information to anyone who, in the psychologist's judgment, will use the knowledge or skills to harm others.
5. II.5 Make every reasonable effort to ensure that psychological knowledge is not misused, intentionally or unintentionally, to harm others.

Competence and self- knowledge

6. II.6 Offer or carry out (without supervision) only those activities for which they have established their competence to carry them out to the benefit of others.
7. II.7 Not delegate activities to persons not competent to carry them out to the benefit of others.
8. II.8 Take immediate steps to obtain consultation or to refer a client to a colleague or other appropriate professional, whichever is more likely to result in providing the client with competent service, if it becomes apparent that a client's problems are beyond their competence.
9. II.9 Keep themselves up to date with a broad range of relevant knowledge, research methods, and techniques, and their impact on persons and society, through the reading of relevant literature, peer consultation, and continuing education activities, in order that their service or research activities and conclusions will benefit and not harm others.
10. II.10 Evaluate how their own experiences, attitudes, culture, beliefs, values, social context, [16]

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individual differences, specific training, and stresses influence their interactions with others, and integrate this awareness into all efforts to benefit and not harm others.

11. II.11 Seek appropriate help and/or discontinue scientific or professional activity for an appropriate period of time, if a physical or psychological condition reduces their ability to benefit and not harm others.
12. II.12 Engage in self-care activities that help to avoid conditions (e.g., burnout, addictions) that could result in impaired judgment and interfere with their ability to benefit and not harm others.

Risk/benefit analysis

13. II.13 Assess the individuals, families, groups, and communities involved in their activities adequately enough to ensure that they will be able to discern what will benefit and not harm the persons involved.
14. II.14 Be sufficiently sensitive to and knowledgeable about individual, group, community, and cultural differences and vulnerabilities to discern what will benefit and not harm persons involved in their activities.
15. II.15 Carry out pilot studies to determine the effects of all new procedures and techniques that might carry more than minimal risk, before considering their use on a broader scale.
16. II.16 Seek an independent and adequate ethical review of the balance of risks and potential benefits of all research and new interventions that involve procedures of unknown consequence, or where pain, discomfort, or harm are possible, before making a decision to proceed.

17. II.17 Not carry out any scientific or professional activity unless the probable benefit is proportionately greater than the risk involved.

Maximize benefit

18. II.18 Provide services that are coordinated over time and with other service providers, in order to avoid duplication or working at cross purposes.
19. II.19 Create and maintain records relating to their activities that are sufficient to support continuity and appropriate coordination of their activities with the activities of others.
20. II.20 Make themselves aware of the knowledge and skills of other disciplines (e.g., law, medicine, business administration) and advise the use of such knowledge and skills, where relevant to the benefit of others.
21. II.21 Strive to provide and/or obtain the best possible service for those needing and seeking psychological service. This may include, but is not limited to: selecting interventions that are relevant to the needs and characteristics of the client and that have reasonable theoretical or empirically-supported efficacy in light of those needs and characteristics; consulting with, or including in service delivery, persons relevant to the culture or belief systems of those served; advocating on behalf of the client; and, recommending professionals other than psychologists when appropriate.

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22. II.22 Monitor and evaluate the effect of their activities, record their findings, and communicate new knowledge to relevant others.
23. II.23 Debrief research participants in such a way that the participants' knowledge is enhanced and the participants have a sense of contribution to knowledge. (Also see Standards III.26 and III.27.)
24. II.24 Perform their teaching duties on the basis of careful preparation, so that their instruction is current and scholarly.
25. II.25 Facilitate the professional and scientific development of their employees, supervisees, students, and trainees by ensuring that these persons understand the values and ethical prescriptions of the discipline, and by providing or arranging for adequate working conditions, timely evaluations, and constructive consultation and experience opportunities.
26. II.26 Encourage and assist students in publication of worthy student papers.

Minimize harm

II.27 Be acutely aware of the power relationship in therapy and, therefore, not encourage or engage in sexual intimacy with therapy clients, neither during therapy, nor for that period of time following therapy during which the power relationship reasonably could be expected to influence the client's personal decision making. (Also see Standard III.31.)

28. II.28 Not encourage or engage in sexual intimacy with students or trainees with whom the psychologist has an evaluative or other relationship of direct authority. (Also see Standard III.31.)

29. II.29 Be careful not to engage in activities in a way that could place incidentally involved persons at risk.
30. II.30 Be acutely aware of the need for discretion in the recording and communication of information, in order that the information not be misinterpreted or misused to the detriment of others. This includes, but is not limited to: not recording information that could lead to misinterpretation and misuse; avoiding conjecture; clearly labelling opinion; and, communicating information in language that can be understood clearly by the recipient of the information.
31. II.31 Give reasonable assistance to secure needed psychological services or activities, if personally unable to meet requests for needed psychological services or activities.
32. II.32 Provide a client, if appropriate and if desired by the client, with reasonable assistance to find a way to receive needed services in the event that third party payments are exhausted and the client cannot afford the fees involved.
33. II.33 Maintain appropriate contact, support, and responsibility for caring until a colleague or other professional begins service, if referring a client to a colleague or other professional.
34. II.34 Give reasonable notice and be reasonably assured that discontinuation will cause no harm to the client, before discontinuing services.

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II.35 Screen appropriate research participants and select those least likely to be harmed, if

more than minimal risk of harm to some research participants is possible.

II. 36 Act to minimize the impact of their research activities on research participants' personalities, or on their physical or mental integrity.

Offset/correct harm

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Terminate an activity when it is clear that the activity carries more than minimal risk of harm and is found to be more harmful than beneficial, or when the activity is no longer needed.

Refuse to help individuals, families, groups, or communities to carry out or submit to activities that, according to current knowledge, or legal or professional guidelines, would cause serious physical or psychological harm to themselves or others.

Do everything reasonably possible to stop or offset the consequences of actions by others when these actions are likely to cause serious physical harm or death. This may include reporting to appropriate

authorities (e.g., the police), an intended victim, or a family member or other support person who can intervene, and would be done even when a confidential relationship is involved. (Also see Standard I.45.)

Act to stop or offset the consequences of seriously harmful activities being carried out by another psychologist or member of another discipline, when there is objective information about the activities and the harm, and when these activities have come to their attention outside of a confidential client relationship between themselves and the psychologist or member of another discipline. This may include reporting to the appropriate regulatory body, authority, or committee for action, depending on the psychologist's judgment about the person(s) or body(ies) best suited to stop or offset the harm, and depending upon regulatory requirements and definitions of misconduct.

Act also to stop or offset the consequences of harmful activities carried out by another psychologist or member of another discipline, when the harm is not serious or the activities appear to be primarily a lack of sensitivity, knowledge, or experience, and when the activities have come to their attention outside of a confidential client relationship between themselves and the psychologist or member of another discipline. This may include talking informally with the psychologist or member of the other discipline, obtaining objective information and, if possible and relevant, the assurance that the harm will discontinue and be corrected. If in a vulnerable position (e.g., employee, trainee) with respect to the other psychologist or member of the other discipline, it may include asking persons in less vulnerable positions to participate in the meeting(s).

Be open to the concerns of others about perceptions of harm that they as a psychologist might be causing, stop activities that are causing harm, and not punish or seek punishment for those who raise such concerns in good faith.

Not place an individual, group, family, or community needing service at a serious disadvantage by offering them no service in order to fulfill the conditions of a research design, when a standard service is available.

Debrief research participants in such a way that any harm caused can be discerned, and act to correct any resultant harm. (Also see Standards III.26 and III.27.)

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Care of animals

45. II.45 Not use animals in their research unless there is a reasonable expectation that the research will increase understanding of the structures and processes underlying behavior, or increase understanding of the particular animal species used in the study, or result eventually in benefits to the health and welfare of humans or other animals.

46. II.46 Use a procedure subjecting animals to pain, stress, or privation only if an alternative procedure is unavailable and the goal is justified by its prospective scientific, educational, or applied value.
47. II.47 Make every effort to minimize the discomfort, illness, and pain of animals. This would include performing surgical procedures only under appropriate anaesthesia, using techniques to avoid infection and minimize pain during and after surgery and, if disposing of experimental animals is carried out at the termination of the study, doing so in a humane way.
48. II.48 Use animals in classroom demonstrations only if the instructional objectives cannot be achieved through the use of video-tapes, films, or other methods, and if the type of demonstration is warranted by the anticipated instructional gain.

Extended responsibility

49. II.49 Encourage others, in a manner consistent with this *Code*, to care responsibly.
50. II.50 Assume overall responsibility for the scientific and professional activities of their assistants, employees, supervisees, students, and trainees with regard to the Principle of Responsible Caring, all of whom, however, incur similar obligations.

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Values Statement

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Principle III: Integrity in Relationships

The relationships formed by psychologists in the course of their work embody explicit and implicit mutual expectations of integrity that are vital to the advancement of scientific knowledge and to the maintenance of public confidence in the discipline of psychology. These expectations include: accuracy and honesty; straightforwardness and openness; the maximization of objectivity and minimization of bias; and, avoidance of conflicts of interest. Psychologists have a responsibility to meet these expectations and to encourage reciprocity.

In addition to accuracy, honesty, and the obvious prohibitions of fraud or misrepresentation, meeting expectations of integrity is enhanced by self-knowledge and the use of critical analysis. Although it can be argued that science is value-free and impartial, scientists are not. Personal values and self-interest can affect the questions psychologists ask, how they ask those questions, what assumptions they make, their selection of methods, what they observe and what they fail to observe, and how they interpret their data.

Psychologists are not expected to be value-free or totally without self-interest in conducting their activities. However, they are expected to understand how their backgrounds, personal needs, and values interact with their activities, to be open and honest about the influence of such factors, and to be as objective and unbiased as possible under the circumstances.

The values of openness and straightforwardness exist within the context of Respect for the Dignity of Persons (Principle I) and Responsible Caring (Principle II). As such, there will be circumstances in which openness and straightforwardness will need to be tempered. Fully open and straightforward disclosure might not be needed or desired by others and, in some circumstances, might be a risk to their dignity or well-being, or considered culturally inappropriate. In such circumstances, however, psychologists have a

responsibility to ensure that their decision not to be fully open or straightforward is justified by higher-order values and does not invalidate any informed consent procedures.

Of special concern to psychologists is the provision of incomplete disclosure when obtaining informed consent for research participation, or temporarily leading research participants to believe that a research project has a purpose other than its actual purpose. These actions sometimes occur in research where full disclosure would be likely to influence the responses of the research participants and thus invalidate the results. Although research that uses such techniques can lead to knowledge that is beneficial, such benefits must be weighed against the research participant's right to self-determination and the importance of public and individual trust in psychology. Psychologists have a serious obligation to avoid as much as possible the use of such research procedures. They also have a serious obligation to consider the need for, the possible consequences of, and their responsibility to correct any resulting mistrust or other harmful effects from their use.

As public trust in the discipline of psychology includes trusting that psychologists will act in the best interests of members of the public, situations that present real or potential conflicts of interest are of concern to psychologists. Conflict-of-interest situations are those that can lead to distorted judgment and can motivate psychologists to act in ways that meet their own personal, political, financial, or business interests at the expense of the best interests of members of the public. Although avoidance of all conflicts of interest and potential exploitation of others is not possible, some are of such a high risk to protecting the interests of members of the public and to maintaining the trust of the public, that they are considered never acceptable (see Standard III.31). The risk level of other conflicts of interest (e.g., dual or multiple relationships) might be partially dependent on cultural factors and the specific type of

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professional relationship (e.g., long-term psychotherapy vs. community development activities). It is the responsibility of psychologists to avoid dual or multiple relationships and other conflicts of interest when appropriate and possible. When such situations cannot be avoided or are inappropriate to avoid, psychologists have a responsibility to declare that they have a conflict of interest, to seek advice, and to establish safeguards to ensure that the best interests of members of the public are protected.

Integrity in relationships implies that psychologists, as a matter of honesty, have a responsibility to maintain competence in any specialty area for which they declare competence, whether or not they are currently 28behavior28g in that area. It also requires that psychologists, in as much as they present themselves as members and representatives of a specific discipline, have a responsibility to actively rely on and be guided by that discipline and its guidelines and requirements.

Ethical Standards

In adhering to the Principle of Integrity in Relationships, psychologists would:

Accuracy/honesty

III.1 Not knowingly participate in, condone, or be associated with dishonesty, fraud, or misrepresentation.

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III.9.

Accurately represent their own and their colleagues' credentials, qualifications, education, experience, competence, and affiliations, in all spoken, written, or printed communications, being careful not to use descriptions or information that could be misinterpreted (e.g., citing membership in a voluntary association of psychologists as a testament of competence).

Carefully protect their own and their colleagues' credentials from being misrepresented by others, and act quickly to correct any such misrepresentation.

Maintain competence in their declared area(s) of psychological competence, as well as in their current area(s) of activity. (Also see Standard II.9.)

Accurately represent their own and their colleagues' activities, functions, contributions, and likely or actual outcomes of their activities (including research results) in all spoken, written, or printed communication. This includes, but is not limited to: advertisements of services or products; course and workshop descriptions; academic grading requirements; and, research reports.

Ensure that their own and their colleagues' activities, functions, contributions, and likely or actual outcomes of their activities (including research results) are not misrepresented by others, and act quickly to correct any such misrepresentation.

Take credit only for the work and ideas that they have actually done or generated, and give credit for work done or ideas contributed by others (including students), in proportion to their contribution.

Acknowledge the limitations of their own and their colleagues' knowledge, methods, findings, interventions, and views.

Not suppress disconfirming evidence of their own and their colleagues' findings [22]

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and views, acknowledging alternative hypotheses and explanations.

Objectivity/lack of bias

10. III.10 Evaluate how their personal experiences, attitudes, values, social context, individual differences, stresses, and specific training influence their activities and thinking, integrating this awareness into all attempts to be objective and unbiased in their research, service, and other activities.
11. III.11 Take care to communicate as completely and objectively as possible, and to clearly differentiate facts, opinions, theories, hypotheses, and ideas, when communicating knowledge, findings, and views.
12. III.12 Present instructional information accurately, avoiding bias in the selection and presentation of information, and publicly acknowledge any personal values or bias that influence the selection and presentation of information.
13. III.13 Act quickly to clarify any distortion by a sponsor, client, agency (e.g., news media), or other persons, of the findings of their research.

Straightforwardness/openness

14. III.14 Be clear and straightforward about all information needed to establish informed consent or any other valid written or unwritten agreement (for example: fees, including any limitations imposed by third-party payers; relevant business policies and practices; mutual concerns; mutual responsibilities; ethical responsibilities of psychologists; purpose and nature of the relationship, including research participation; alternatives; likely experiences; possible conflicts; possible outcomes; and, expectations for processing, using, and sharing any information generated).
15. III.15 Provide suitable information about the results of assessments, evaluations, or research findings to the persons involved, if appropriate and if asked. This information would be communicated in understandable language.
16. III.16 Fully explain reasons for their actions to persons who have been affected by their actions, if appropriate and if asked.
17. III.17 Honour all promises and commitments included in any written or verbal agreement, unless serious and unexpected circumstances (e.g., illness) intervene. If such circumstances occur, then the psychologist would make a full and honest explanation to other parties involved.
18. III.18 Make clear whether they are acting as private citizens, as members of specific organizations or groups, or as representatives of the discipline of psychology, when making statements or when involved in public activities.
19. III.19 Carry out, present, and discuss research in a way that is consistent with a commitment to honest, open inquiry, and to clear communication of any research aims, sponsorship, social context, personal values, or financial interests that might affect or appear to affect the research.

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20. III.20 Submit their research, in some accurate form and within the limits of confidentiality, to persons with expertise in the research area, for their comments and evaluations, prior to publication or the preparation of any final report.
21. III.21 Encourage and not interfere with the free and open exchange of psychological knowledge and theory between themselves, their students, colleagues, and the public.
22. III.22 Make no attempt to conceal the status of a trainee and, if a trainee is providing direct client service, ensure that the client is informed of that fact.

Avoidance of incomplete disclosure

23. III.23 Not engage in incomplete disclosure, or in temporarily leading research participants to believe that a research project or some aspect of it has a different purpose, if there are alternative procedures available or if the negative effects cannot be predicted or offset.
24. III.24 Not engage in incomplete disclosure, or in temporarily leading research participants to believe that a research project or some aspect of it has a different purpose, if it would interfere with the person's understanding of facts that clearly might influence a decision to give adequately informed consent (e.g., withholding information about the level of risk, discomfort, or inconvenience).
25. III.25 Use the minimum necessary incomplete disclosure or temporary leading of research participants to believe that a research project or some aspect of it has a different purpose, when such research procedures are used.
26. III.26 Debrief research participants as soon as possible after the participants' involvement, if there has been incomplete disclosure or temporary leading of research participants to believe that a research project or some aspect of it has a different purpose.
27. III.27 Provide research participants, during such debriefing, with a clarification of the nature of the study, seek to remove any misconceptions that might have arisen, and seek to re-establish any trust that might have been lost, assuring the participants that the research procedures were neither arbitrary nor capricious, but necessary for scientifically valid findings. (Also see Standards II.23 and II.44.)
28. III.28 Act to re-establish with research participants any trust that might have been lost due to the use of incomplete disclosure or temporarily leading research participants to believe that the research project or some aspect of it had a different purpose.
29. III.29 Give a research participant the option of removing his or her data, if the research participant expresses concern during the debriefing about the incomplete disclosure or the temporary leading of the research participant to believe that the research project or some aspect of it had a different purpose, and if removal of the data will not compromise the validity of the research design and hence diminish the ethical value of the participation of the other research participants.
30. III.30 Seek an independent and adequate ethical review of the risks to public or individual trust and of safeguards to protect such trust for any research that plans to provide [24]

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incomplete disclosure or temporarily lead research participants to believe that the research project or some aspect of it has a different purpose, before making a decision to proceed.

Avoidance of conflict of interest

31. III.31 Not exploit any relationship established as a psychologist to further personal, political, or business interests at the expense of the best interests of their clients, research participants, students, employers, or others. This includes, but is not limited to: soliciting clients of one's employing agency for private practice; taking advantage of trust or dependency to encourage or engage in sexual intimacies (e.g., with clients not included in Standard II.27, with clients' partners or relatives, with students or trainees not included in Standard II.28, or with research participants); taking advantage of trust or dependency to frighten clients into receiving services; misappropriating students' ideas, research or work; using the resources of one's employing institution for purposes not agreed to; giving or receiving kickbacks or bonuses for referrals; seeking or accepting loans or investments from clients; and, prejudicing others against a colleague for reasons of personal gain.

32. III.32 Not offer rewards sufficient to motivate an individual or group to participate in an activity that has possible or known risks to themselves or others. (Also see Standards I.27, I.28, II.2, and II.49.)
33. III.33 A void dual or multiple relationships (e.g., with clients, research participants, employees, supervisees, students, or trainees) and other situations that might present a conflict of interest or that might reduce their ability to be objective and unbiased in their determinations of what might be in the best interests of others.
34. III.34 Manage dual or multiple relationships that are unavoidable due to cultural norms or other circumstances in such a manner that bias, lack of objectivity, and risk of exploitation are minimized. This might include obtaining ongoing supervision or consultation for the duration of the dual or multiple relationship, or involving a third party in obtaining consent (e.g., approaching a client or employee about becoming a research participant).
35. III.35 Inform all parties, if a real or potential conflict of interest arises, of the need to resolve the situation in a manner that is consistent with Respect for the Dignity of Persons (Principle I) and Responsible Caring (Principle II), and take all reasonable steps to resolve the issue in such a manner.

Reliance on the discipline

36. III.36 Familiarize themselves with their discipline's rules and regulations, and abide by them, unless abiding by them would be seriously detrimental to the rights or welfare of others as demonstrated in the Principles of Respect for the Dignity of Persons or Responsible Caring. (See Standards IV.17 and IV.18 for guidelines regarding the resolution of such conflicts.)
37. III.37 Familiarize themselves with and demonstrate a commitment to maintaining the [25]

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standards of their discipline.

III.38 Seek consultation from colleagues and/or appropriate groups and committees, and give due regard to their advice in arriving at a responsible decision, if faced with difficult situations.

Extended responsibility

III.39 Encourage others, in a manner consistent with this *Code*, to relate with integrity.

III.40 Assume overall responsibility for the scientific and professional activities of their assistants, employees, supervisees, students, and trainees with regard to the Principle of Integrity in Relationships, all of whom, however, incur similar obligations.

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Values Statement

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Principle IV: Responsibility to Society

Psychology functions as a discipline within the context of human society. Psychologists, both in their

work and as private citizens, have responsibilities to the societies in which they live and work, such as the neighbourhood or city, and to the welfare of all human beings in those societies.

Two of the legitimate expectations of psychology as a science and a profession are that it will increase knowledge and that it will conduct its affairs in such ways that it will promote the welfare of all human beings.

Freedom of enquiry and debate (including scientific and academic freedom) is a foundation of psychological education, science, and practice. In the context of society, the above expectations imply that psychologists will exercise this freedom through the use of activities and methods that are consistent with ethical requirements.

The above expectations also imply that psychologists will do whatever they can to ensure that psychological knowledge, when used in the development of social structures and policies, will be used for beneficial purposes, and that the discipline's own structures and policies will support those beneficial purposes. Within the context of this document, social structures and policies that have beneficial purposes are defined as those that more readily support and reflect respect for the dignity of persons, responsible caring, integrity in relationships, and responsibility to society. If psychological knowledge or structures are used against these purposes, psychologists have an ethical responsibility to try to draw attention to and correct the misuse. Although this is a collective responsibility, those psychologists having direct involvement in the structures of the discipline, in social development, or in the theoretical or research data base that is being used (e.g., through research, expert testimony, or policy advice) have the greatest responsibility to act. Other psychologists must decide for themselves the most appropriate and beneficial use of their time and talents to help meet this collective responsibility.

In carrying out their work, psychologists acknowledge that many social structures have evolved slowly over time in response to human need and are valued by the societies that have developed them. In such circumstances, psychologists convey respect for such social structures and avoid unwarranted or unnecessary disruption. Suggestions for and action toward changes or enhancement of such structures are carried out through processes that seek to achieve a consensus within those societies and/or through democratic means.

On the other hand, if structures or policies seriously ignore or oppose the principles of respect for the dignity of persons, responsible caring, integrity in relationships, or responsibility to society, psychologists involved have a responsibility to speak out in a manner consistent with the principles of this *Code*, and advocate for appropriate change to occur as quickly as possible.

In order to be responsible and accountable to society, and to contribute constructively to its ongoing development, psychologists need to be willing to work in partnership with others, be self-reflective, and be open to external suggestions and criticisms about the place of the discipline of psychology in society. They need to engage in even-tempered observation and interpretation of the effects of societal structures and policies, and their process of change, developing the ability of psychologists to increase the

¹

Society is used here in the broad sense of a group of persons living as members of one or more

human communities, rather than in the limited sense of state or government. [27]

Beneficial activities

IV .4

IV .5

IV .6

IV .7

IV .8

IV .9

Participate in and contribute to continuing education and the professional and scientific growth of self and colleagues.

Assist in the development of those who enter the discipline of psychology by helping them to acquire a full understanding of their ethical responsibilities, and the needed competencies of their chosen area(s), including an understanding of critical analysis and of the variations, uses, and possible misuses of the scientific paradigm.

Participate in the process of critical self-evaluation of the discipline' s place in society, and in the development and implementation of structures and procedures that help the discipline to contribute to beneficial societal functioning and changes.

Provide and/or contribute to a work environment that supports the respectful expression of ethical concern or dissent, and the constructive resolution of such concern or dissent.

Engage in regular monitoring, assessment, and reporting (e.g., through peer review, and in programme reviews, case management reviews, and reports of one' s own research) of their ethical practices and safeguards.

Help develop, promote, and participate in accountability processes and procedures related to their work.

[Third Edition]

beneficial use of psychological knowledge and structures, and avoid their misuse. The discipline needs to be willing to set high standards for its members, to do what it can to assure that such standards are met, and to support its members in their attempts to maintain the standards. Once again, individual psychologists must decide for themselves the most appropriate and beneficial use of their time and talents in helping to meet these collective responsibilities.

Ethical Standards

In adhering to the Principle of Responsibility to Society, psychologists would:

Development of knowledge

IV .1

IV .2

IV .3

Contribute to the discipline of psychology and of society's understanding of itself and human beings generally, through free enquiry and the acquisition, transmission, and expression of knowledge and ideas, unless such activities conflict with other basic ethical requirements.

Not interfere with, or condone interference with, free enquiry and the acquisition, transmission, and expression of knowledge and ideas that do not conflict with other basic ethical requirements.

Keep informed of progress in their area(s) of psychological activity, take this progress into account in their work, and try to make their own contributions to this progress.

[28]

IV .10

IV.11

IV.12

IV .13

IV .14

[Canadian Code of Ethics for Psychologists]

Uphold the discipline's responsibility to society by promoting and maintaining the highest standards of the discipline.

Protect the skills, knowledge, and interpretations of psychology from being misused, used incompetently, or made useless (e.g., loss of security of assessment techniques) by others.

Contribute to the general welfare of society (e.g., improving accessibility of services, regardless of ability to pay) and/or to the general welfare of their discipline, by offering a portion of their time to work for which they receive little or no financial return.

Uphold the discipline's responsibility to society by bringing incompetent or unethical behavior, including misuses of psychological knowledge and techniques, to the attention of appropriate authorities, committees, or regulatory bodies, in a manner consistent with the ethical principles of this *Code*, if informal resolution or correction of the situation is not appropriate or possible.

Enter only into agreements or contracts that allow them to act in accordance with the ethical principles and standards of this *Code*.

Respect for society

IV .15

IV .16

IV.17

IV .18

Acquire an adequate knowledge of the culture, social structure, and customs of a community before beginning any major work there.

Convey respect for and abide by prevailing community mores, social customs, and cultural expectations in their scientific and professional activities, provided that this does not contravene any of the ethical principles of this *Code*.

Familiarize themselves with the laws and regulations of the societies in which they work, especially those that are related to their activities as psychologists, and abide by them. If those laws or regulations seriously conflict with the ethical principles contained herein, psychologists would do whatever they could to uphold the ethical principles. If upholding the ethical principles could result in serious personal consequences (e.g., jail or physical harm), decision for final action would be considered a matter of personal conscience.

Consult with colleagues, if faced with an apparent conflict between abiding by a law or regulation and following an ethical principle, unless in an emergency, and seek consensus as to the most ethical course of action and the most responsible, knowledgeable, effective, and respectful way to carry it out.

Development of society

IV.19

IV .20

IV .21

Act to change those aspects of the discipline of psychology that detract from beneficial societal changes, where appropriate and possible.

Be sensitive to the needs, current issues, and problems of society, when determining research questions to be asked, services to be developed, content to be taught, information to be collected, or appropriate interpretation of results or findings.

Be especially careful to keep well informed of social issues through relevant reading, peer consultation, and continuing education, if their work is related to societal issues.

[29]

IV.22

IV .23

IV .24

IV .25

IV .26

IV.27

IV .28

IV.29

Speak out, in a manner consistent with the four principles of this *Code*, if they possess expert knowledge that bears on important societal issues being studied or discussed.

Provide thorough discussion of the limits of their data with respect to social policy, if their work touches on social policy and structure.

Consult, if feasible and appropriate, with groups, organizations, or communities being studied, in order to increase the accuracy of interpretation of results and to minimize risk of misinterpretation or misuse.

Make themselves aware of the current social and political climate and of previous and possible future societal misuses of psychological knowledge, and exercise due discretion in communicating psychological information (e.g.,

Exercise particular care when reporting the results of any work regarding vulnerable groups, ensuring that results are not likely to be misinterpreted or misused in the development of social policy, attitudes, and practices (e.g., encouraging manipulation of vulnerable persons or reinforcing discrimination against any specific population).

Not contribute to nor engage in research or any other activity that contravenes international humanitarian law, such as the development of methods intended for use in the torture of persons, the development of prohibited

weapons, or destruction of the environment.

Provide the public with any psychological knowledge relevant to the public's informed participation in the shaping of social policies and structures, if they possess expert knowledge that bears on the social policies and structures.

Speak out and/or act, in a manner consistent with the four principles of this *Code*, if the policies, practices, laws, or regulations of the social structure within which they work seriously ignore or contradict any of the principles of this *Code*.

[Third Edition]

Extended responsibility

30. IV.30 Encourage others, in a manner consistent with this *Code*, to exercise

responsibility to society.

31. IV.31 Assume overall responsibility for the scientific and professional activities of their assistants, employees, supervisees, students, and trainees with regard to the Principle of Responsibility to Society, all of whom, however, incur similar obligations.

[30]

Appendix B

To: Secretary of the Subdivision and Development Appeal Board
City Clerk's Office, 2nd FL. 910 – 4 Ave, South
Lethbridge, AB
T1J 0P6
(403) 329-7329

Re: 836 – 12 St S – request to establish a home occupation for a Registered Psychologist

Dear Sir/Madam,

I am writing to you at the request of Mackenzie Jensen in regards to the appeal made by one of our neighbours, Brenda Watson on June 5, 2020. Ms. Watson has voiced several concerns about Mrs. Jensen's request to establish a home occupation for a Registered Psychologist. My partner Tanner and I live directly next door to the Jensen's on the south side of their home at 840 – 12 St S.

We would like to formally declare our unwavering support of Mrs. Jensen's request to operate a home occupation. We are proud to support a young family and young working mother in continuing and growing her career. As a CPA and working professional woman, I regularly seek counselling services from a registered psychologist. I find this has made me a better colleague, partner, daughter and friend. I feel strongly that I need to condemn the stereotype that anyone who seeks professional counselling is a danger to the community. Some of the most successful, kind and insightful people I know, seek counselling. In the future, I hope that Ms. Watson is afforded the opportunity to gain some insight into this profession and able to be less judgemental.

If there is any need to discuss this further, please do not hesitate to contact us. We would be happy to assist in anyway.

Kind regards,

Gillian Garrett & Tanner Holthe

Gerald Turnbull & Teagan Nixon 1113 9 avenue S Lethbridge,
AB T1J 1V2 teagan.nixon@hotmail.com

To: Secretary of the Subdivision and Development Appeal Board, City
clerk's office, 2nd floor 910 4th avenue S Lethbridge, AB T1J 0P6

(403)329-7329 RE: 836 12 St S- request to establish a home
occupation for a Registered Psychologist

Dear Sir/Madam, We are writing in support of the above-mentioned
business. We live behind the residence, our backyards meet-with our
house facing 9th avenue. We think adding mental health therapy in a
comfortable home setting would be a great addition to the
neighbourhood. Not only will it make her clients feel more at ease, but it
may help with clients feeling embarrassed in an office setting. As there
is a stigma around mental health. There are multiple businesses right
across the street already, one being the medicine tree which offers a
social worker and other healing arts. An additional business won't even
be noticed. Especially as they have added a parking pad in front of their
home. We have met Mackenzie, and her family, on multiple occasions.
We trust her professional judgement on allowing clients into her home
office. More importantly, we trust her judgement as a mother that she
would not put her family or neighbours in a threatening position. If you
require further information, don't hesitate to contact us directly.

Sincerely, Gerald Turnbull & Teagan Nixon

Appendix C

June 8, 2020

Re: 836 – 12 St S – request to establish a home occupation for a Registered Psychologist

Mr. Sarsfield:

I am contacting you to support Mackenzie Jensen's efforts to establish her home as her place of business as a Registered Psychologist. I work in the capacity of Principal of Fleetwood Bawden School. Our property is within 100 ft of the Jensen residence. I understand the neighborhood extremely well and know first-hand how the traffic flow works. I am entering my 5th year in this position.

I believe that Mrs. Jensen establishing her business within our neighborhood is extremely positive. It is my belief that creating positive traffic in our neighborhood creates a safe and desirable place for the residents living in our community. The property is incredibly well kept, and we are fortunate to have an abundance of off-street parking. As Mrs. Jensen's residence is close to the Kinsmen park and Fleetwood Bawden School, I have yet to hear from a parent or witness a situation in the community where parking could not be found when necessary.

There is absolutely no safety issue presented by a Registered Psychologist and associated business operations to the school, students, parents, or families. I welcome Mrs. Jensen to the Fleetwood community and send my best wishes as she tries to make a positive impact through her professional practice. Her presence may represent a valuable service that is accessible to the Fleetwood community.

It was my hope to attend the upcoming hearing with the City of Lethbridge in support of Mackenzie Jensen, however my schedule does

not permit this. I am available by phone, video chat, or in person should you wish to chat in greater depth about this situation. I can be reached at 403-715-9071 or craig.dejong@lethsd.ab.ca.

Sincerely,

Craig DeJong Principal



**FLEETWOOD
BAWDEN**
elementary school

Appendix D
Mackenzie Jensen Psychological Services
MC., R. Psychologist #4688

Initial Client Assessment

Client Name: _____
DOB: _____
Date of Assessment: _____

Presenting Issue and Symptoms of Distress:

Strengths and Resources:

Genogram:

Significant Life Events that may have influenced the Presenting Issue:

Mental Health Diagnosis (if applicable):

Medical Health Issues (that are either the result of the presenting issue or that may influence the presenting issue):

Medications (if applicable):

Suicide Risk Assessment (if applicable):

<input type="checkbox"/>	None reported when asked/assessed	<input type="checkbox"/>	Intent without means	<input type="checkbox"/>	Plan
<input type="checkbox"/>	Ideation Only	<input type="checkbox"/>	Intent with means		

Homicide Risk Assessment (if applicable):

<input type="checkbox"/>	None reported when asked/assessed	<input type="checkbox"/>	Intent without means	<input type="checkbox"/>	Plan
<input type="checkbox"/>	Ideation Only	<input type="checkbox"/>	Intent with means		

Mackenzie Jensen R. Psychologist #4688

Date

Appendix E

To: Secretary of the Subdivision and Development Appeal Board
City Clerk's Office, 2nd FL. 910 – 4 Ave, South
Lethbridge, AB T1J 0P6
(403) 329-7329

Re: 836 – 12 St S – request to establish a home occupation for a Registered Psychologist

Dear Sir/Madam,

I am writing a letter on behalf of Mackenzie Jensen, a Registered Psychologist. I have known Mackenzie since 2012 as a brilliant Master of Counselling Student at the University of Lethbridge. I taught Mackenzie the majority of her counselling classes, supervised her throughout her 8 -month counselling practicum, and supervised her 1600 hours post graduate work that is required to become a registered as a psychologist in Alberta.

Mackenzie specializes in grief counselling that requires her clients to be seen in nurturing, quiet space. A home office is ideal for this type of client population. She also works with those suffering from anxiety and depression who need a very skilled clinician, which Mackenzie is. In addition, she is one of the few therapists in town qualified to offer couple counselling (i.e., has taken specific courses in the field). I admire Mackenzie for many reasons including that she practices within her level of competence and has a reputation for offering a very ethical and professional service. I am also aware that she has strong assessment skills that enable her to screen which clients she will accept onto her caseload. She shared with me that the vast majority of her clients are high functioning individuals and she does not work with clients who pose a threat to the community. She also has obtained office space in case she wishes to further screen clients before inviting them to her home office – this practice is one of her many strategies to ensure any new clients do not pose a risk to her and her family. If Mackenzie believed a client posed significant risk to herself or others, she has the right to discontinue services and refer this person to another therapist.

A home base counselling practice has minimal interference in a neighborhood. Clients visiting therapists come and go quickly since we are not allowed to have dual roles with clients. This means we are only allowed to see clients by appointments and not engage in social meetings even after therapy ends with our clients. Furthermore, clients are usually well spaced apart to ensure clients do not cross paths with each other since we must offer a highly confidential service. Thus, traffic from a home base office is very minimal. This home business would be very quiet and offered in a very professional manner. I hope this letter clarifies our profession and the type of clients Mackenzie accepts onto her caseload.

Sincerely,
Dawn McBride, Ph.D.
Registered Psychologist in Lethbridge

June 8, 2020

Patti Nicol-Pharo
153 Sherwood Blvd. W.
Lethbridge, Alberta T1K 6E4

Re: Application for Home Business Application for Mackenzie Jensen

To Whom it May Concern,

I have known Mackenzie for about six years. We first met when I hired Mackenzie in 2014 to join the counselling team at Lethbridge Family Services. I was Mackenzie's counselling supervisor for three years from 2014 – 2017 and we met weekly during that time to discuss her counselling practice including ethics, confidentiality and to collaborate about her client issues. Mackenzie demonstrated very early that she was extremely committed to ethical practice, protecting client confidentiality and to best practices. She has engaged in a tremendous amount of professional development to ensure her skills and knowledge provide services pertinent to the needs of the community. She completed the rigorous process of becoming certified with the College of Alberta Psychologists and continues to meet the requirements for ongoing certification and membership. The College is very clear about ethical matters and outlines parameters for providing private practice in the province.

During my over thirty years working in the area of individual and family support in the community, I became aware that there are many examples of home counselling businesses that have been managed with regard to the neighbourhood and very importantly to clients served. Our community needs professional counselling services to support the health and mental well-being of citizens.

I have no hesitation in recommending Mackenzie as a home business practitioner. She will continue to provide an important and much needed service to Lethbridge that will be most considerate of the community and clients served.

Sincerely,



Patti Nicol-Pharo B.Sc. M.Sc. Counselling Psychology

Appendix F

Secretary of the Subdivision and Development Appeal Board, City Clerk's Office, 2nd FL. 910-4 Avenue South, Lethbridge, AB T1J 0P6

Regarding 836- 12 Street South To Whom it May Concern,

Laura Thiessen, 903 9th Avenue South, Lethbridge, AB, T1J 1T7

June 9, 2020

I am writing to express my support for the application of Mackenzie Jensen for a Type B Home Based Business License for her counselling practice. I have been a resident of the London Road area for 16 years and also operate a counselling practice from my home with a Type B Home Based Business License less than three blocks from the home referred to above. I would like to address the concerns expressed by Ms. Watson as a member of the community, as well as someone who has direct experience with operating this type of business.

1. Ms. Watson indicates concern about more than one client being on the premises at a time, and refers to the services the applicant offers on her web page. Group therapy is not something that would be offered from a home practice. In fact, in March of this year, Ms. Jensen and myself met with the owners of another psychology practice in town to discuss renting a space to offer groups. Providing psychoeducational presentations, consultation with organizations in the community and participating in research projects with large groups are all activities I have been involved in while I have been in private practice, but none of these services have ever included the presence of clients in excess of the limits allowed by my business licence on my premises.

Ms. Jensen is very aware of the parameters allowed under a Type B business license as she consulted with me prior to her decision to pursue her application for this license. She intends to conduct her practice in a manner consistent with my own. While Ms. Watson writes that the number of clients attending the practice "does not meet the criteria at all", her statement is false, and was made without inquiry to the applicant about what services she would be offering from her home practice.

2. Ms. Watson's next concern is that Ms. Jensen's home has two front doors and does not blend into a residential community. Ms. Jensen's home design has obviously already been approved by the city as a single family dwelling that does fit into a residential community. It was never intended to look like a multi-family dwelling, and was not issued permits as thus. That fact that there are two doors is irrelevant. In fact, I walked by Ms. Watson's home the other day and noticed that her home also has two doors facing the street, as does my own home and many others in the neighbourhood. Regardless of whether there is a home based business operating from this address or not, the doors will remain. Ms. Watson also expresses concern about the existence of a waiting area, which consists of a small entryway. Clients need a private place to sit upon their arrival and this has been provided, but does not suggest that there would be multiple clients on the premises at the same time. Booking 15 minutes in between clients is also common practice to give therapists time to write their notes, and have time to transition. This does not make it "non-compliant" as Ms. Watson asserts. It is unfortunate that Ms. Watson is not a fan of the design of the home, but it does not establish grounds for the rejection of the home based business application.

3. Similarly, the window facing Ms. Watson's home (across an alley) will remain regardless of how the interior space is used. Most homes in the city have windows that allow a view into neighbour's yards, including my own, which is about 112 years old. It is a reality of living in a city. Given the space between Ms. Watson's home and Ms. Jensen's home, and the existence of a fence and large trees, the possibility of a client catching a glimpse of Ms. Watson's backyard is minimal. Anyone walking down the street or alley could also see into any home without a window covering. In addition to the already existing features that ensure Ms. Watson's reasonable privacy, Ms. Jensen has had blinds installed in her office that would ensure the lower part of the windows remain covered when clients are present for sessions. Given the nature of our profession, our concern for our clients' privacy is utmost.

I will speak to Ms. Watson's concerns about her safety below.

4. As per the requirements of a Type B business license, Ms. Jensen has a parking space on her premises for clients, that is superfluous to their personal parking needs, which include 3 garage spaces.

The most disturbing part of Ms. Watson's appeal is her suggestion that a home based counselling practice would create a safety concern for the neighbourhood. This is false and reflects deep discrimination towards the clientele we serve. Now, more than ever, attendance to the mental and emotional wellness of our community is essential to our collective health. The services we offer enhance safety (mental, emotional and physical safety), and do not compromise it.

It is important to distinguish the services we provide from those serving individuals with behaviours that might pose a risk to the community. That individuals who seek counselling are dangerous to the community is a harmful and inaccurate stereotype. In fact, my client demographics consist primarily of high functioning professionals, many of whom are in helping professions such as health care, social services, education and front line emergency services, as well as many business owners, undergrad and graduate students, tradespeople and retired professionals. These are valued and important members of our community, and a number of them actually live in this neighbourhood already. People seek counselling for many reasons and are motivated to be healthy members of our society. They should be applauded, not stigmatized as dangerous. When I think of the individuals I support every day, the suggestion that they pose a risk to our neighbourhood deeply saddens me, as I know each and every one of them would be hurt and offended. These are people who serve and protect all of us, caring for our children, creating safety in our communities, healing us when we are sick, and providing essential services needed for our society to function.

Part of our training and professional registration requirements includes competency in risk assessment. Screening for appropriateness of services is a routine part of accepting a client. Clearly, given that we are choosing to practice from our own homes, we assess that our clients are not going to put ourselves or our community at risk. We only accept clients that are appropriate for our areas of practice. There are mental health professionals who work with forensic populations, but that is a highly specialized area and is not the service that Ms. Jensen or myself would ever consider providing out of a home based practice. We want to feel safe in our own homes as much as everybody else does.

Ms. Watson asserts “an area zoned residential is not a place for a clinic that specializes in the mental health of people”. These kinds of practices already exist, without any incidents or concerns, in this neighbourhood and many others. The Medicine Tree, which is 1/2 block from Ms. Jensen’s home, has been offering counselling services for many years already, and was likely already operating when Ms. Watson purchased her home in this area. I have had no complaints or concerns from my neighbours about my business and have good relationships with all of them. I received approval for my Type B business license without any appeal. In fact, the feedback I got from neighbours when I was building my office space was very positive and encouraging. I do not believe Ms. Watson’s concerns would be reflected by most people in this neighbourhood, provided the community is accurately informed about the nature of these kinds of businesses. Most sessions occur during regular business hours when most people are at work, with a few sessions typically being offered one evening per week. Impact on the quality of life of neighbours appears to me to be non-existent, and I have never heard anything to contradict this impression.

Finally, I’d like to speak to the character of Mackenzie Jensen as she is a new member of our London Road community. She has been a colleague of mine for around five years and is a deeply respected member of our profession. She is well known amongst healthcare and education professionals in Lethbridge as someone to refer to who is exceptionally caring, competent and committed to serving both her individual clients and the community at large. While she never advertises it, she regularly does pro bono work to help people who are vulnerable and aren’t able to access services on their own. Her greatest areas of passion in her work are helping those who are grieving, dying, healing from trauma, struggling with infertility and experiencing conflict in their relationships. Mackenzie impacts people’s lives for the better every single day, and protects those who are vulnerable. She advocates for those who have been stigmatized and have experienced oppression, and supports them in being and becoming generous contributors to the community. Mackenzie, and her husband Chance, are some of the most loyal and kind people I have ever met. If any neighbour needed a hand, they would be there to support them. I encouraged them to move to our neighbourhood because their family is exactly the kind of people I want to have as neighbours. They are invested in

putting down roots and raising their family here, and want to be part of the community as a family and through Mackenzie's wonderful business.

Thank you for your time and consideration. Please feel free to contact me if you have any additional questions about my comments on this matter.

Kind regards,

Laura Thiessen MSW, RCSW

Appendix G

**Mackenzie Jensen Psychological Services
MC., R. Psychologist #4688**

Informed Consent for Counselling

Welcome! Reviewing consent is an important part of the counselling process because it provides you with your rights and responsibilities as the client. Counselling is a professional relationship focused on creating change, healing and growth. The therapeutic relationship is focused on the needs of the client in a non-judgemental environment. When you initial beside each headline, you are agreeing that you have read and understood that arrangement.

Mutual Responsibilities Initial _____

As your counsellor, it is my responsibility to ensure the counselling space is safe and confidential so you are able to experience change. I am also responsible to maintain my competencies professionally and personally to ensure I am offering you ethical and effective services. I will be honest and open with you in any way that can enhance the services I provide to you. If I believe I do not have the competencies to provide you with adequate services, I do have the right to refuse seeing you and will provide you with a referral. As the client, it is also your responsibility to be open and honest with me regarding your satisfaction and needs in counselling. If at any time, you feel that I am not a good fit as your counsellor I will offer you a referral. Additionally, if at any time, you feel I am practicing unethically you may contact the College of Alberta Psychologists and file a formal complaint.

Home Office limitations Initial _____

My office is located in my home, which means I need to be cautious about boundaries and limitations to protect myself and my family. You will not be able to come to my office outside of scheduled session times. If you do so, I will terminate my services and will no longer agree to see you. If I feel you are a threat to myself or my family I will contact the appropriate authorities. Secondly, the community I live in is special to me and I want to ensure the safety of my neighbours. If I believe you pose a threat to my neighbours and create a consistent disturbance to their quality of life, I will terminate our services.

Availability Outside of Scheduled Session Time Initial _____

My hours are Mondays 2:00-8:00pm and Tuesdays, Wednesdays and Thursdays; 8:00am-3:00pm. I am available by telephone Monday – Thursday from 9:00am-6:00pm. If I do not answer the phone you can leave a message. If it is an emergency, please phone 9-11 or the distress line at (403) 327-7905. I will return your call as soon as I receive it.

Confidentiality Protections and Limitations Initial _____

Everything disclosed in counselling is confidential unless:

- a.) You are in imminent risk of harming yourself
- b.) Someone else is at risk of being harmed, or
- c.) Your file is subpoenaed by the court

Privacy Initial _____

An external accountant, Brenda Renner, will have access to your name and fees paid or owing for services. I may also consult with a peer counsellors as necessary to improve the services I provide to you without disclosing your name.

Likely Benefits and Risks Initial _____

Change can be uncomfortable at times which is why counselling may cause risks as well as benefits. If at any time the risks outweigh the benefits we will discuss alternatives for counselling. Potential risks may include tiredness, headaches, difficulty regulating emotions, as well as strong emotions, fatigue, and feelings of abandonment or rejection because I am required to set and maintain boundaries. If you feel rejected or abandoned by me as a professional, it is your responsibility to address this concern and I will support you free of judgment.

Alternatives Initial _____

If at any time, you are unhappy with the services being provided a referral can be made. If you notice that you are not benefiting from counselling in general, I will offer you alternatives for counselling based on your identified issue. I may also offer alternatives throughout counselling as a way to increase healing and change.

Period of Time Covered by the Consent/Rescinding Consent Initial _____

Your file will be closed upon termination of counselling. At this time, your consent will no longer be valid. If you wish to continue counselling following termination, the informed consent will need to be reviewed once again. If at any time you choose to rescind your consent or withdraw from counselling, you may do so without prejudice or judgment. Please notify me that you wish to rescind your consent and/or discontinue services and your request will be documented in your file and your consent for services will no longer be valid.

Fees and Cancellations Initial _____

Counselling fees are \$150 per hour. Most sessions are an hour, however at times you may request or require a longer session. At this time, the fee will be assessed based on the hourly fee and the length of the session. Fees must be paid at the conclusion of each session. If you are unable to attend a scheduled session please notify me 24 hours before the session. Otherwise you will be responsible for the full fee if you cancel less than 24 hours and most benefits providers will not reimburse you. If you are unable to pay your fees, counselling services may be terminated and a referral will be provided.

I _____ understand and agree to the information provided above. By signing this consent form I understand that I am giving my consent to Mackenzie Jensen MC., R. Psychologist for myself to participate in counselling. A copy of this form has been provided to the client (circle one): yes no; the client declined a copy

Client/Guardian Signature

Date

Mackenzie Jensen R. Psychologist #4688

Date

Appendix H

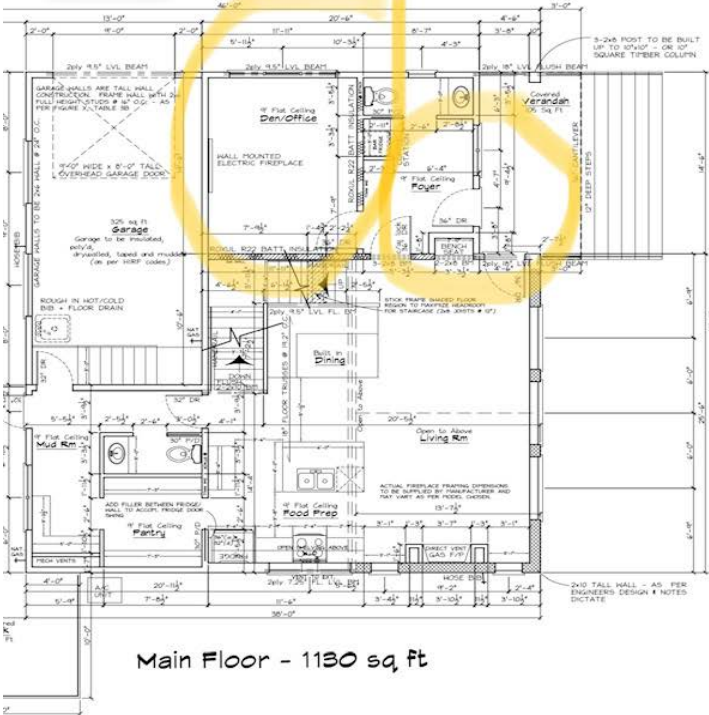
Picture from my office to Brenda's yard across the alley. In this picture, I am standing beside the window. If I were to sit the view would be even more limited. I sit in all or most of my sessions. I also have included a picture of the alley so you can see Brenda's home is not right beside mine.





Appendix I

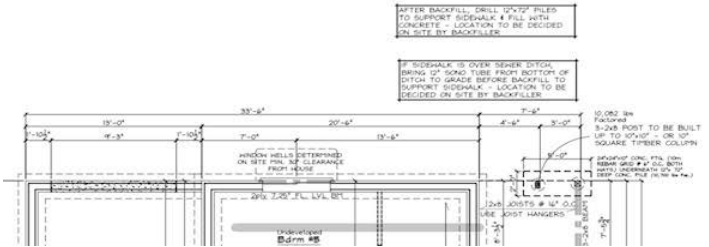
2 of 10



Main Floor - 1130 sq ft

DUAL TO OR LESS THEN 36" WIDE TO HAVE MINIMUM 2-2X10 HEADER ABOVE
 BEATER THEN 36" WIDE TO HAVE MINIMUM 3-2X8 HEADER ABOVE

12 Street S. Address: #836 - 12 Street South Page Title: Main F
 Verified by home owner/purchaser and/or project/construction manager before construction begins. A



Appendix J

Picture of the front of my house – it doesn't look like a clinic; it looks like a home.



Appendix K



Shared Space Agreement

June 14, 2020

This document serves to formalize the sharing of the shared space located at Quiet Healing Counselling and Yoga, Unit 117, 1221, 2nd Ave. South, Lethbridge, AB. This document can be re-visited regularly throughout the duration of sharing in this space.


At this time, the rate per day for access to the space is \$40/day with a minimum of 4 days/month. This location includes access to office and group room space. The space includes on-going website financial support, snacks/coffee etc.

- 1 day/week = \$160/month
- 2 days/week = \$320/month
- 3 days/week = \$480/month
- 4 days/week = \$640/month
- 5 days/week = \$660/month (total cost of rent is not to exceed one half of rent/expenses of total shared space)

As this is a shared space, office availability, furnishing, scheduling etc. will be arranged and negotiated between those primarily sharing the smaller office space. For the larger group room, times will be negotiated around various schedules, with priority going towards the primary lease holder.

This agreement is to begin July 1, 2020.

Signature, name, date

 Mackenzie Jensen June 13, 2020

Revised Heather Rowland June 13 /20

Appendix L

The large hedge is not visible at all nor does it create a blind spot. There is a row of hedges on the north side of the house that was trimmed prior to us taking possession. It is not an interference at all from the driveway.



Appendix M

HEGGIE DEVELOPMENTS LTD.

317 5TH STREET SOUTH
LETHBRIDGE ALBERTA T1J 2B4

To Whom It May Concern:

Mackenzie Jensen was my tenant in the Oliver Building in Downtown Lethbridge from June of 2019 until May of 2020. During that period she was an exemplary neighbor and community member. Her rent was paid on time, she was very quiet and respectful of the other tenants. Mackenzie made great effort to protect the privacy of her clients, in fact we rarely even knew when they came and went. Her clients were also quiet, and there were never any issues regarding safety or any problems of any kind for that matter. Frankly speaking, Mackenzie would be a dream tenant for any landlord to have. She will be hard to replace. I am happy to recommend Mackenzie as a neighbor and a great addition to any community.

Please reach out to me anytime if there is need for further information.

Regards,



Hunter Heggie
President
Heggie Developments Ltd.
317-5th Street South
Lethbridge, Alberta
T1J 2B4
Phone: 403-382-5954
Email: hunterheggie@gmail.com

FACTS ABOUT 836 12 ST. S.

CONCERNS FROM THE APPELLANTS	FACTS
<i>There will be more than one client at a time</i>	TRUTH: There will only be one client at a time. Groups, workshops and couples therapy will be completed at another site. Children will be dropped off and picked up by parents.
<i>The property has two front doors and doesn't look like a house</i>	TRUTH: The house plans were pre-approved by the city as a single family home and the house in no way looks like a business. There is no signage or anything to indicate that a business operates from the home. Many houses in the area have two front doors.
<i>"Waiting room" suggests more than one client is present</i>	TRUTH: The waiting room serves as a transitional space for clients to be welcomed into a home practice. There are 15 minutes between each session to complete notes and make phone calls as well as to avoid client crossover and breach confidentiality. This is considered best practice.
<i>The view from the office window is an invasion of privacy</i>	TRUTH: The view into the neighbour's yard is across the alley and of a fence, trees and a wall. Clients are always seated, and there are blinds in the office to protect the clients' identity, which will in turn protect the neighbour from being seen.
<i>Parking will be an issue</i>	TRUTH: As required by the Type B Home Business Permit, there is a dedicated parking space out front for clients. Three other garage spaces are on the property for family vehicles.
<i>Business practice will cause some type of threat to students' safety</i>	TRUTH: Clients are screened and accepted as being appropriate for the type of counselling service being offered in a home based private practice. They are stable members of the community who are committed to being healthy and well. The Principal of Fleetwood Bawden Elementary School has expressed zero concern for the safety of students and staff as a result of the business. Similar businesses operate out of buildings even closer to the school. There have been no concerns about safety related to already existing counselling services operating in the neighbourhood.
<i>Business practice will affect neighbour's quality of life and mental health and pose some sort of a threat</i>	TRUTH: The majority of sessions are provided when many people are at work as the regular hours of the practice are at 8 a.m.-2 p.m. Tuesday-Thursday, with a few evening sessions being offered on Mondays. Clients park, walk into the home, have their session and leave. There would be no disruption to neighbours' activities, no extra noise, no smells, or intrusion into neighbours' space or privacy. Clients are high-functioning professionals who wish their privacy to be respected as they attend appointments, so they are inherently unobtrusive.
<i>Business practice does not belong in a residential neighborhood</i>	TRUTH: The Type B permit was made for similar practices to be present in a residential neighborhood. Many businesses operate out of residences including salons, accountants, massage therapists, social workers/counsellors, marketers, etc. Many people in the neighbourhood have expressed support and happiness that this business may exist in London Road as it contributes to the overall well-being and safety of the community. London Road embraces many of our neighbourhood businesses already, including grocery stores and wellness centers that compliment the service offered by this proposed home based business.
<i>Business owner was not forthcoming about the business and made a mockery of the process</i>	TRUTH: Property blueprints specifically say "office" and "foyer." Direct neighbours were notified of the practice last year prior to home construction. Business owner followed the process appropriately by applying through the city once home possession took place. City processes do not allow home owners to apply sooner, or the business owner would have happily done so.
<i>Business owner will not have clients by appointment</i>	TRUTH: All clients are seen by pre-booked appointment only. Business has a six-month waitlist and does not accept walk-ins.
<i>Business owner did not advertise that they have alternate space in addition to home based office</i>	TRUTH: 90% of clients are individuals so most advertising is directed at them. Business owner is not required to advertise where they will be seeing couples (which typically constitutes 1-2 sessions per week currently offered through online sessions). Business owner has rented space to see couples in person as needed.
<i>More traffic density means potential harm and risk to students and pedestrians</i>	TRUTH: There will be minimal traffic increase, and some clients live in the area and will walk. People with valid drivers permits are aware of what a school zone is, and it is clearly marked. There is no more a risk from this property than any other house or business accepting visitors in the area.
<i>Large hedge blocks visibility from driveway and driveway crosses boulevard</i>	TRUTH: There is not a large hedge blocking the view from the driveway as it is 40 feet from the edge of the driveway. Most driveways in the area cross a boulevard and have vegetation growing nearby. Visibility is very clear for anyone pulling out of the driveway.
<i>Business practice does not meet the conditions of the permit</i>	TRUTH: Business will have one person attend a session at a time, parking is available on-site, there will not be any supplier visits, and there will not be any offensive sounds or disruptions from clients. They don't want to be seen or heard!
<i>Business practice will not adhere to the conditions of the permit</i>	TRUTH: Business owner is a professional and a rule-follower, with strong morals and values. They follow strict guidelines from the College of Alberta Psychologists, and are a highly respected professional in their field of work. There is no reason to assume the business owner wouldn't adhere to the conditions of the permit.

From: Katie Clark <k80clark@gmail.com>

Sent: Tuesday, June 23, 2020 9:20 PM

To: David Sarsfield <David.Sarsfield@lethbridge.ca>

Subject: [External] Subdivision and Development Appeal - Mackenzie Jensen - 836 12 ST S

Secretary of the Subdivision and Development Appeal Board
City Clerk's Office, 2nd FL. 910 - 4 Ave S
Lethbridge, AB
T1J 0P6

RE: Development Application to Establish a Home Occupation for a Registered Psychologist - Mackenzie Jensen - 836 12 ST S

To whom it may concern,

I recently received a packet of documents from the City of Lethbridge regarding the subdivision and development appeal of the Jensen household. I wholly disagree with the appeal. The letter included by the "London Road Neighbourhood Association" in no way represents my opinion on the matter. I have no affiliation with this organization

I would like to formally declare my support of Mrs. Jensen's request to operate a home occupation. I believe her contribution of psychological counselling and therapy does nothing but ameliorate our city and our neighborhood. In my dealing with Mrs. Jensen and her husband I have felt they have been open in disclosing their intentions. When building their home and considering their business practices they have kept the community in mind.

I worry that complaints about her occupation furthers the stigma of mental health keeps many from reaching out for help.

Mrs. Jensen applied for a type B home on her original application. As far as I'm concerned a 'client' would include one unit (i.e. a couple, parent and child, or a small family). Type B is the most appropriate option available. In her line of work it is more than appropriate to have another individual present as the case allows. Getting specific on this aspect of the application will only hinder her and other small businesses who operate out of their homes. There is concern over parking and congestion, but ample parking has been provided for such scenarios.

I feel the business Mrs. Jensen in no way creates an inconvenience or a danger to our community and feel she should be able to operate as intended.

Sincerely,
Katie Clark
1205 9 Ave S
Lethbridge, AB
T1J 1V3

-----Original Message-----

From: Megan Cummins <lenthbridgestepper@yahoo.ca>
Sent: Thursday, June 18, 2020 6:49 PM
To: David Sarsfield <David.Sarsfield@lethbridge.ca>
Cc: Brent Cummins <antiquehawkca@yahoo.com>
Subject: [External] 836-12street South

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Re: Request to establish a Home Occupation for a Registered Psychologist

Mr. Sarsfield,

My husband and I are contacting you to support Mackenzie Jensen's home based practice. Our property faces Mackenzie's practice and we have no concerns with regards to safety of community members, flow of traffic or invasion of privacy. Ms. Jensen's property and home based practice only serves our community in a positive manner. The property is appealing to the eye and enhances our neighbourhood appeal.

We support Ms. Jensen's efforts to run her business from home while meeting a community need of mental health and well being.

Thank you ,

Megan and Brent Cummins
1201 9th Avenue South

Sent from my iPhone

June 8, 2020

Re: 836 – 12 St S – request to establish a home occupation for a Registered Psychologist

Mr. Sarsfield:

I am contacting you to support Mackenzie Jensen's efforts to establish her home as her place of business as a Registered Psychologist. I work in the capacity of Principal of Fleetwood Bawden School. Our property is within 100 ft of the Jensen residence. I understand the neighborhood extremely well and know first-hand how the traffic flow works. I am entering my 5th year in this position.

I believe that Mrs. Jensen establishing her business within our neighborhood is extremely positive. It is my belief that creating positive traffic in our neighborhood creates a safe and desirable place for the residents living in our community. The property is incredibly well kept, and we are fortunate to have an abundance of off-street parking. As Mrs. Jensen's residence is close to the Kinsmen park and Fleetwood Bawden School, I have yet to hear from a parent or witness a situation in the community where parking could not be found when necessary. Should Mrs. Jensen's clients require parking outside of school operational hours, her clients are more than welcome to utilize one of our 50 parking stalls.

There is absolutely no safety issue presented by a Registered Psychologist and associated business operations to the school, students, parents, or families. I welcome Mrs. Jensen to the Fleetwood community and send my best wishes as she tries to make a positive impact through her professional practice. Her presence may represent a valuable service that is accessible to the Fleetwood community.

It was my hope to attend the upcoming hearing with the City of Lethbridge in support of Mackenzie Jensen, however my schedule does not permit this. I am available by phone, video chat, or in person should you wish to chat in greater depth about this situation. I can be reached at 403-715-9071 or craig.dejong@lethsd.ab.ca.

Sincerely,



Craig DeJong
Principal

June 8, 2020

Re: 836 – 12 St S – request to establish a home occupation for a Registered Psychologist

Mr. Sarsfield:

I am contacting you to support Mackenzie Jensen's efforts to establish her home as her place of business as a Registered Psychologist. I work in the capacity of Principal of Fleetwood Bawden School. Our property is within 100 ft of the Jensen residence. I understand the neighborhood extremely well and know first-hand how the traffic flow works. I am entering my 5th year in this position.

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Sincerely,



Craig DeJong
Principal

Cali Harris
1257 7 Ave South
Lethbridge, Alberta
T1J 1K6

Secretary of the Subdivision and Development Appeal Board,
City Clerk's Office, 2nd FL. 910-4 Avenue South,
Lethbridge, AB
T1J 0P6

June 23, 2020

Regarding 836- 12 Street South
To Whom it May Concern,

I am writing this letter to extend my support for Mackenzie Jensen and her Type B Home Based Business License. I have been a resident of the London Road area for 3 years and I am a small business owner within the city. As a small business owner and resident of London Road, I was concerned to hear that there was an appeal against this license.

Firstly, I firmly believe that small business creates vibrancy and opportunity within a city and ultimately it helps neighborhoods to thrive. By allowing Mackenzie Jensen to move ahead with her plans to serve our community, I believe she will be given the chance to add her contribution to a vibrant city.

As a resident of London Road, I feel that making space in our neighborhood for such opportunities to flourish is an advantage, not a drawback. I believe that she has met the necessary requirements and intends to conduct her business in a respectable manner, conscientious of her neighborhood.

Lastly, as a person who has accessed private counseling services, I cannot strongly enough emphasize the importance of having such services readily available. I am in full support and agreement with the neighborhood practice of Mackenzie Jensen. Without access to many different outlets of counseling services, we deny the citizens of Lethbridge the ability to walk in health and wholeness.

Thank you for taking the time to hear my thoughts and considerations. If you need to contact me or have any further questions, please be in touch.

Cali Harris
B.A./B.Ed
Owner/Operator of Jonny Bean Coffee

HEGGIE DEVELOPMENTS LTD.

317 5TH STREET SOUTH
LETHBRIDGE ALBERTA T1J 2B4

To Whom It May Concern:

Mackenzie Jensen was my tenant in the Oliver Building in Downtown Lethbridge from June of 2019 until May of 2020. During that period she was an exemplary neighbor and community member. Her rent was paid on time, she was very quiet and respectful of the other tenants. Mackenzie made great effort to protect the privacy of her clients, in fact we rarely even knew when they came and went. Her clients were also quiet, and there were never any issues regarding safety or any problems of any kind for that matter. Frankly speaking, Mackenzie would be a dream tenant for any landlord to have. She will be hard to replace. I am happy to recommend Mackenzie as a neighbor and a great addition to any community.

Please reach out to me anytime if there is need for further information.

Regards,



Hunter Heggie
President
Heggie Developments Ltd.
317-5th Street South
Lethbridge, Alberta
T1J 2B4
Phone: 403-382-5954
Email: hunterheggie@gmail.com

Secretary of the Subdivision and Development Appeal Board
City Clerk's Office, 2nd FL. 910 – 4 Ave, South
Lethbridge, AB
T1J 0P6
(403) 329-7329

Re: 836 – 12 St S – request to establish a home occupation for a Registered Psychologist

Dear Sir/Madam,

I am writing to you at the request of Mackenzie Jensen in regards to the appeal made by one of our neighbours, Brenda Watson on June 5, 2020. Ms. Watson has voiced several concerns about Mrs. Jensen's request to establish a home occupation for a Registered Psychologist. My partner Tanner and I live directly next door to the Jensen's on the south side of their home at 840 – 12 St S.

We would like to formally declare our unwavering support of Mrs. Jensen's request to operate a home occupation. We are proud to support a young family and young working mother in continuing and growing her career. As a CPA and working professional woman, I regularly seek counselling services from a registered psychologist. I find this has made me a better colleague, partner, daughter and friend. I feel strongly that I need to condemn the stereotype that anyone who seeks professional counselling is a danger to the community. Some of the most successful, kind and insightful people I know, seek counselling. In the future, I hope that Ms. Watson is afforded the opportunity to gain some insight into this profession and able to be less judgemental.

If there is any need to discuss this further, please do not hesitate to contact us. We would be happy to assist in anyway.

Kind regards,

Gillian Garrett & Tanner Holthe
Gill.garret@gmail.com

To: Secretary of the Subdivision and Development Appeal Board
City Clerk's Office, 2nd FL. 910 – 4 Ave, South
Lethbridge, AB T1J 0P6
(403) 329-7329

Re: 836 – 12 St S – request to establish a home occupation for a Registered Psychologist

Dear Sir/Madam,

I am writing a letter on behalf of Mackenzie Jensen, a Registered Psychologist. I have known Mackenzie since 2012 as a brilliant Master of Counselling Student at the University of Lethbridge. I taught Mackenzie the majority of her counselling classes, supervised her throughout her 8-month counselling practicum, and supervised her 1600 hours post graduate work that is required to become a registered as a psychologist in Alberta.

Mackenzie specializes in grief counselling that requires her clients to be seen in nurturing, quiet space. A home office is ideal for this type of client population. She also works with those suffering from anxiety and depression who need a very skilled clinician, which Mackenzie is. In addition, she is one of the few therapists in town qualified to offer couple counselling (i.e., has taken specific courses in the field). I admire Mackenzie for many reasons including that she practices within her level of competence and has a reputation for offering a very ethical and professional service. I am also aware that she has strong assessment skills that enable her to screen which clients she will accept onto her caseload. She shared with me that the vast majority of her clients are high functioning individuals and she does not work with clients who pose a threat to the community. She also has obtained office space in case she wishes to further screen clients before inviting them to her home office – this practice is one of her many strategies to ensure any new clients do not pose a risk to her and her family. If Mackenzie believed a client posed significant risk to herself or others, she has the right to discontinue services and refer this person to another therapist.

A home base counselling practice has minimal interference in a neighborhood. Clients visiting therapists come and go quickly since we are not allowed to have dual roles with clients. This means we are only allowed to see clients by appointments and not engage in social meetings even after therapy ends with our clients. Furthermore, clients are usually well spaced apart to ensure clients do not cross paths with each other since we must offer a highly confidential service. Thus, traffic from a home base office is very minimal. This home business would be very quiet and offered in a very professional manner. I hope this letter clarifies our profession and the type of clients Mackenzie accepts onto her caseload.

Sincerely,
Dawn McBride, Ph.D.
Registered Psychologist in Lethbridge
Dawn.m22@gmail.com

June 8, 2020

Patti Nicol-Pharo
153 Sherwood Blvd. W.
Lethbridge, Alberta T1K 6E4

Re: Application for Home Business Application for Mackenzie Jensen

To Whom it May Concern,

I have known Mackenzie for about six years. We first met when I hired Mackenzie in 2014 to join the counselling team at Lethbridge Family Services. I was Mackenzie's counselling supervisor for three years from 2014 – 2017 and we met weekly during that time to discuss her counselling practice including ethics, confidentiality and to collaborate about her client issues. Mackenzie demonstrated very early that she was extremely committed to ethical practice, protecting client confidentiality and to best practices. She has engaged in a tremendous amount of professional development to ensure her skills and knowledge provide services pertinent to the needs of the community. She completed the rigorous process of becoming certified with the College of Alberta Psychologists and continues to meet the requirements for ongoing certification and membership. The College is very clear about ethical matters and outlines parameters for providing private practice in the province.

During my over thirty years working in the area of individual and family support in the community, I became aware that there are many examples of home counselling businesses that have been managed with regard to the neighbourhood and very importantly to clients served. Our community needs professional counselling services to support the health and mental well-being of citizens.

I have no hesitation in recommending Mackenzie as a home business practitioner. She will continue to provide an important and much needed service to Lethbridge that will be most considerate of the community and clients served.

Sincerely,

Patti Nicol-Pharo B.Sc. M.Sc. Counselling Psychology

June22, 2020

Ryan Philips
522 14 Street South
Lethbridge, AB
T1J 2X9
403-393-0075

Secretary of the Subdivision and Development Appeal Board
City Clerk's Office, 2nd FL. 910-4 Avenue South
Lethbridge, AB
T1J 0P6

Re: 836 - 12 Street South Request to establish a home occupation for a Registered Psychologist

To whom it may concern,

I write in support of the above request, made by Mackenzie Jensen, and in response to the appeal initiated by Ms. Watson and supported by the London Road Neighbourhood Association (LRNA).

This board has received numerous letters speaking to the quality of Ms. Jensen's character, and I will add my voice to this. Ms. Jensen provided counselling services to me for just over one year, our relationship ending only when she went on maternity leave. At all times, she demonstrated and embodied professionalism, integrity, and unquestionable honesty. **Accusations levelled by the appellant and her supporters that Mackenzie filed this request under false pretenses and with intent to deceive this board are baseless and borderline libelous.**

It bears further clarification for Ms. Watson and the LRNA that **the role of the SDAB is to determine reasonable guidelines for development within the City of Lethbridge Land Use Bylaw**, and support residents in meeting them, not to make unsubstantiated assumptions regarding the applicant. As Mackenzie is a member in good standing with the College of Alberta Psychologists, she is professionally bound to represent and implement her practice in an ethical fashion, in line with the College's Standards of Practice. There is no doubt she is doing just this.

From the perspective of the City of Lethbridge, approving this home occupation request is in the best interest of assuring a vibrant and sustainable community, outlined as necessary goals in both the *City of Lethbridge Integrated Community Sustainability Plan / Municipal Development Plan* and the *London Road Neighbourhood Area Redevelopment Plan (ARP)*. The former specifies:

"Another important component is home occupations providing opportunities for small scale business; as an initial start-up until they are ready to expand and relocate into the commercial sector or **they remain as a home occupation providing a variety of services to the local and/or external community**"

"6.1.1 Lethbridge is a Good Place to Open and Operate a Business

Policies:...

5.) **Support home based businesses** that respect the residential characteristics of their neighbourhood."

"6.4.5 Lethbridge is a Planned City that Exhibits Quality Urban Design

Policies:...

1.) **Encourage and promote the design of live, work, shop and play land uses in proximity to one another...**

7.) Encourage and promote **mixed-use development** in residential neighbourhoods"

The ARP, referenced above, further sets direction specifically for the development of the London Road Neighbourhood, detailing:

“...This will be achieved by enhancing the value of its historical character, diverse population, and openness to creatively promoting **quality sustainable and innovative redevelopment**.

London Road is a safe, vibrant and healthy neighbourhood that allows its diverse population to **live, work, play and age in place**. It offers proximity to a **broad range of community amenities** that complement the community and **create positive activity in the daytime and evening throughout the year**”

“3.2 Guiding Principles

1. Preserve the predominantly low-density residential character of the neighbourhood while promoting appropriate opportunities for a **greater mix of residential densities, and neighbourhood-oriented commercial and institutional uses** which have a built form that is context sensitive.”

“5.3.1 Objectives...

- c) **Encourage neighbourhood-based commercial uses** that promote a complete neighbourhood where people can work, live, shop, and play in close proximity”

“Non-Residential

- q) Neighbourhood-oriented commercial land uses that meet the daily and weekly needs of residents are **key to a neighbourhood’s vibrancy and livability**, and should be supported in appropriate locations as determined by the Land Use Concept”

Clearly, the City of Lethbridge has made an exemplary commitment to diversifying and strengthening our neighbourhoods, partly through the inclusion of thoughtful development such as that requested by Ms. Jensen. Regrettably, the LRNA, hypocritical in their opposition, appears to have forgotten its own commitment to the principles of the ARP, as they were heavily involved in their development and approval.

I trust the evidence presented in this and other letters of support will demonstrate the overwhelming backing and logical rationale for approving Ms. Jensen’s request. Should the board require further information, I am happy to make myself available via phone, virtual conference, or text at 403-393-0075. I thank the board for their time in thoroughly examining this matter.

Respectfully yours,

Ryan Phillips RN BN

Secretary of the Subdivision and Development Appeal Board
City Clerk's Office, 2nd Fl. 910 – 4th Ave. S
Lethbridge, AB

Re: 836 – 12 St. South, Letter of Support of Home Occupation for a Registered Psychologist and rebuttal of appeal letter.

Good day,

I am writing this letter in support of the property owner of 836 – 12th St. South and their hopes of Home Occupation for a Registered Psychologist. I recently had opportunity to read a letter of appeal regarding this property and would like to offer my insights regarding the stigma and lack of understanding of the counselling profession reflected in it. It appears the issues of concern are parking, the style of the home and safety. I would like to address these concerns from the perspective of a Clinical Social Worker engaged in private practice, a 19-year resident of the local community and a parent of children who attend the nearby school.

To address the issue of parking, I offer my perspective as a community member, and then as a professional. As a local resident I often pass this property during my commute to work or daycare. While I do acknowledge that parking in front of the school is tight for about 20 minutes a day during school days, the side street the property is on is generally not very congested in comparison to the other streets surrounding the school. One more vehicle, assuming the client drives to the property during the school rush, would not make a significant difference to street congestion or parking.

As a professional, I wish to offer a different perspective regarding concerns mentioned in the letter of appeal that I believe are also related to parking and the number of people in the home. Psychology is a highly regulated profession and certain recommendations, such as a waiting room, help ensure best practice and are used for more than to hold additional people. Counsellors often have waiting rooms so they can close an interior door to do the many parts of their job that don't involve direct face to face client work such as phone calls, notes or tele-health before inviting a client in. It is also common to establish a schedule with a 15-minute break between clients to help ensure they are able to leave the property before the next person arrives. This is designed to help increase client comfort, but in this case, should also address concerns about parking. It's important to note that while I do not know how the occupant of 836-12st. South intends to offer groups, it is common for practitioners in Lethbridge to join with other providers to rent and/or share space for groups in locations outside their home offices due to the basic logistics of size. It may be a false assumption that groups will be ran out of this particular physical location.

As for the look of the building itself, one of the things I love about this neighbourhood is the diversity in architecture. I pass this property regularly and find it warm and welcoming. I note the owners were very respectful of garage placement and re-planting which has long been an

area of debate within this community. I believe this is overall an issue separate to if the Home Occupation permit is granted.

Finally, I hope to address the most troubling part of the appeal letter. The idea of there being any safety concerns related to having a psychologist working in a residential area reflects an intense misunderstanding of both the profession and of mental health in general. Most of the clients seen in private counselling settings are not in any way a risk to others and to imply otherwise reflects deep stigma and discrimination. It is very much my hope that the city would not take a concern so entrenched in discrimination as a reason to support the appeal.

Thank you for allowing me the opportunity to share my thoughts about this matter and express my support of Home Occupation for a Psychologist for this property. I am hopeful the city will respond in support of the Occupant and continue to support small business in Lethbridge.

Regards,

Heather Rowland,
MSW, RCSW, CYA-RYT 200
935 9th Street, S
Lethbridge, AB
T1J 2M1
Quiethealing1@gmail.com
(403) 915 4466

10 June 2020

Dear Mr. Sarsfield,

I'm writing to you in response to the discretionary use application for 836 12 Street South.

As a long-time resident of the London Road Neighbourhood, I am excited that there will be a practicing registered psychologist in my neighbourhood. There is a shortage of mental health professionals in Lethbridge, and finding help for our children's mental health needs has been a challenge at times. Having someone directly in the neighbourhood will be convenient for the neighbourhood residents, and I anticipate that having the practice in a home environment will add to the comfort that is so necessary in facilitating effective counselling sessions.

I understand that the home has two separate spaces with separate entrances: one for the professional space and one for the residence. This seems to be similar to another counselling practice in the neighbourhood at 903 9 Avenue South, which is only 3 blocks away: it also has two separate entrances. This practice has not seemed to have negatively impacted the neighbourhood since its license was granted last year. I have full confidence that this new application will have a similar impact on the neighbourhood.

Given that the license allows for only 6 customers per day—one at a time—and the operating hours are 6 hours or longer each day, I don't anticipate that parking will be an issue. It certainly doesn't seem to be an issue with the 9 Avenue practice.

Please let me know if you require anything further from me.

Sincerely,

Kim Siever

From: Spagnolo, Tabitha <spagnolo@uleth.ca>
Sent: Tuesday, June 23, 2020 11:17 PM
To: David Sarsfield <David.Sarsfield@lethbridge.ca>
Subject: [External] RE: 836 12 St. S. Application to establish home occupation for a Registered Psychologist (Mackenzie Jensen)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mr. Sarsfield,

I am writing to support Mackenzie Jensen's request to operate a psychologist practice out of her home at 836 12 St. S. I live a block away and have been particularly dismayed by reports of contrived objections to her plans. A small handful of community members have articulated concerns that I do not share. A sole ownership psychologist practice has the maximum potential, by Ms. Jensen's own assurance, of very few clients per day. Sessions for individuals and families tend to run by the hour and, therefore, present absolutely no discernible increase in traffic or burden on neighbourhood parking. If such concerns are to be taken seriously, the City of Lethbridge will have to immediately invite members of the community to report all music and dance teachers in the area who also invite clients into their homes (often with a parent accompanying multiple children) much more frequently than will Ms. Jensen and in a fashion that likely causes far greater traffic congestion and coming and going of vehicles. Of course, it is worth noting that a music teacher's clientele will rarely be the subject of such scrutiny because a music student seeks cultural enrichment rather than mental balance, spiritual wellness and, more often than not, a professional, knowledgeable and responsive voice during a time of personal or family stress. I fail to understand how Ms. Jensen's business, which aims to foster family and community well-being, could somehow endanger residents of surrounding houses. Even more importantly, to the suggestion that such a business has no place near a school (again for fear that clients of a psychologist pose an inherent risk to other members of society), I would add my voice to those who have undoubtedly pointed out that the school in question employs the services of psychologists in order to safeguard and, indeed, nurture the mental health and wellbeing of its own students as a matter of course. Most schools that subscribe to an holistic approach to the education and healthy development of young minds deem psychologists essential. In addition to school psychologists, there are other similar practices in the greater vicinity of London Road that have not disrupted community life or undermined the nature of the neighborhood. With precedent already in place, it is easy to confirm that the addition of Ms. Jensen's professional presence will have no deleterious effect on the character of the neighbourhood and may well enhance our community spirit and fundamental well-being.

Sincerely,

Dr. Tabitha Spagnolo

Secretary of the Subdivision and Development Appeal Board
City Clerk's Office, 2nd FL. 910-4 Avenue South,
Lethbridge, AB
T1J 0P6

Re: 836- 12 Street South Request to establish a home occupation for a Registered Psychologist

June 10, 2020

To whom it may concern,

I am writing to express my support for the application of Mackenzie Jensen for a Type B Home Based Business License for her counselling practice. I have known Ms. Jensen and her family for a number of years, and am deeply troubled by their treatment since moving to London Road. I am also disturbed by the concerns expressed by Ms. Watson in regard to Ms. Jensen's business practice. I wish to briefly address these concerns below.

Ms. Watson takes issue in her letter to there being two front doors on Ms. Jensen's house, claiming it doesn't look like a multi-family dwelling. Ms. Watson would do well to take a walk around the neighbourhood and note that there are numerous houses in the area with more than one front door. In fact, from the road Ms. Watson's house appears to have two front doors. I fail to see how this is a concern. To suggest that Ms. Jensen's house doesn't look like a house is laughable. There isn't any possible way an unbiased observer would look at the building and think it is anything but a family home - and a beautiful and well-crafted one at that. This adds to the value of the neighbourhood and it's aesthetic appeal. I, for one, am happy to see new houses being built in the area, and to see this community improving and thriving.

Ms. Watson's next erroneous claim is that because there is a waiting room in Ms. Jensen's office, that there would be more than one client present at a time. What she fails to consider is that counsellors generally leave gaps of 15 minutes or more between clients for time to do paperwork, and to ensure their clients' privacy by avoiding them overlapping. This is a non-issue.

Following this, Ms. Watson expresses concern that the office windows look into her backyard. Having stood in Ms. Jensen's office, I can assure you that the view across the alley to Ms. Watson's house is no different than any other window view from any house in the area that is adjacent to another house. You see a fence, some trees, a wall with one window and that's about it. You cannot see the ground in the yard, and Ms. Watson's fence is tall and lacks gaps between boards. If she is concerned with privacy here, she won't find a space anywhere in the city she deems to be private enough. Ms. Jensen has blinds on her windows which are often closed. As clients come into Ms. Jensen's office, they immediately sit down. Neither client or counsellor spends any time looking out the windows during a session. Even if they did, they wouldn't see much. There is no privacy issue apparent as Ms. Watson suggests.

In her fourth point, Ms. Watson claims parking at Ms. Jensen's house would be an issue. This is obviously false, as Ms. Jensen has a dedicated and approved parking space for clients, and three further garage spaces for her families vehicles. Again, this is a non-issue.

Ms. Watson then claims that proximity to a school is a "potential safety issue." I would be remiss not to point out that the school in question has it's own counsellor, and is half a block away from a business facility which has housed multiple counsellors for many years. If there were a safety issue, it would have been apparent a long time ago. The same business is a block away from Ms. Watson's own home. If she was indeed concerned about safety due to counsellors being in the area, she should not have moved to the area at all.

Further to this, the mere mention of safety being a concern to Ms. Watson (the word is used three times in the letter) is at best ignorant and alarmist. At worst, it is prejudiced and discriminatory. As someone who uses the services of a counsellor regularly, I find it highly offensive to imply that those who see a counsellor are dangerous. I am an excellent husband, proud uncle, and a high-functioning member of our community. A quick list of people who access counsellors include: doctors, nurses, judges, police officers, paramedics, lawyers, professors, teachers, students, pastors, those who have experienced loss in a family, those who struggle with anxiety, etc. etc. etc. In short, people from all walks of life, from all religions, races and backgrounds with all sorts of issues seek professional care. The stereotype that Ms. Watson is falling prey to should have been eliminated decades ago, and certainly shouldn't be used as a reason to forbid someone from working in a certain part of town.

My own wife runs a private counselling practice in our home. In the time that she has done this, at no point have I worried about my wife's or my own safety. Similarly, Ms. Jensen is a highly skilled, highly educated, and highly respected professional. She has a young daughter. If there were any safety issue in her practice, she certainly wouldn't be bringing it into her own home. If anything, the presence of another psychologist in the area should be celebrated. The health and wellness of our community will only increase because of Ms. Jensen's presence.

Ms. Watson's final paragraph states that she purchased her home in a residential area and doesn't want that to change. Sadly, Ms. Watson fails to point out that she lives in a area full of businesses. She lives within a half block of The Medicine Tree, a block from Urban Grocer, and three blocks from Meridian Therapy. Several blocks east, there is an entire strip mall full of businesses. In addition, there are numerous businesses operating out of private residences within blocks of Ms. Watson's home. These include massage therapists, other counsellors, accountants, graphic designers, photographers, and guest house owners just to name a few. Adding Ms. Jensen's business to that list in no way changes the reality that exists in this community.

In summary, it is clear Ms. Watson is relying on mistruths and flimsy stereotypes to assert her position on Ms. Jensen's business application. I fail to see how her quality of life, her safety or her mental health should in any way be affected. Ms. Jensen's practice will be barely noticeable to Ms. Watson, particularly if Ms. Watson works elsewhere during the day. Since Ms. Watson's appeal, I have been shocked to hear that a photographer sympathetic to Ms. Watson has been seen photographing Ms. Jensen's house. This verges on harassment, and should not be the way to welcome a young family to the neighbourhood. I urge this board to consider this regrettable activity critically, and to publicly disapprove of any form of harassment in this community.

Thank you for your time.

Gregory Thiessen, BFA

Laura Thiessen,
903 9th Avenue South,
Lethbridge, AB,
T1J 1T7

Secretary of the Subdivision and Development Appeal Board,
City Clerk's Office, 2nd FL. 910-4 Avenue South,
Lethbridge, AB
T1J 0P6

June 9, 2020

Regarding 836- 12 Street South

To Whom it May Concern,

I am writing to express my support for the application of Mackenzie Jensen for a Type B Home Based Business License for her counselling practice. I have been a resident of the London Road area for 16 years and also operate a counselling practice from my home with a Type B Home Based Business License less than three blocks from the home referred to above. I would like to address the concerns expressed by Ms. Watson as a member of the community, as well as someone who has direct experience with operating this type of business.

1. Ms. Watson indicates concern about more than one client being on the premises at a time, and refers to the services the applicant offers on her web page. Group therapy is not something that would be offered from a home practice. In fact, in March of this year, Ms. Jensen and myself met with the owners of another psychology practice in town to discuss renting a space to offer groups. Providing psychoeducational presentations, consultation with organizations in the community and participating in research projects with large groups are all activities I have been involved in while I have been in private practice, but none of these services have ever included the presence of clients in excess of the limits allowed by my business licence on my premises.

Ms. Jensen is very aware of the parameters allowed under a Type B business license as she consulted with me prior to her decision to pursue her application for this license. She intends to conduct her practice in a manner consistent with my own. While Ms. Watson writes that the number of clients attending the practice "does not meet the criteria at all", her statement is false, and was made without inquiry to the applicant about what services she would be offering from her home practice.

2. Ms. Watson's next concern is that Ms. Jensen's home has two front doors and does not blend into a residential community. Ms. Jensen's home design has obviously already been approved by the city as a single family dwelling that does fit into a residential community. It was never intended to look like a multi-family dwelling, and was not issued permits as thus. That fact that there are two doors is irrelevant. In fact, I walked by Ms. Watson's home the other day and noticed that her home also has two doors facing the street, as does my own home and many others in the neighbourhood. Regardless of whether there is a home based business operating from this address or not, the doors will remain. Ms. Watson also expresses concern about the existence of a waiting area, which consists of a small entryway. Clients need a private place to sit upon their arrival and this has been provided, but does not suggest that there would be multiple clients on the premises at the same time. Booking 15 minutes in between clients is also common practice to give therapists time to write their notes, and have time to transition. This does not make it "non-compliant" as Ms. Watson asserts. It is

unfortunate that Ms. Watson is not a fan of the design of the home, but it does not establish grounds for the rejection of the home based business application.

3. Similarly, the window facing Ms. Watson's home (across an alley) will remain regardless of how the interior space is used. Most homes in the city have windows that allow a view into neighbour's yards, including my own, which is about 112 years old. It is a reality of living in a city. Given the space between Ms. Watson's home and Ms. Jensen's home, and the existence of a fence and large trees, the possibility of a client catching a glimpse of Ms. Watson's backyard is minimal. Anyone walking down the street or alley could also see into any home without a window covering. In addition to the already existing features that ensure Ms. Watson's reasonable privacy, Ms. Jensen has had blinds installed in her office that would ensure the lower part of the windows remain covered when clients are present for sessions. Given the nature of our profession, our concern for our clients' privacy is utmost.

I will speak to Ms. Watson's concerns about her safety below.

4. As per the requirements of a Type B business license, Ms. Jensen has a parking space on her premises for clients, that is superfluous to their personal parking needs, which include 3 garage spaces.

The most disturbing part of Ms. Watson's appeal is her suggestion that a home based counselling practice would create a safety concern for the neighbourhood. This is false and reflects deep discrimination towards the clientele we serve. Now, more than ever, attendance to the mental and emotional wellness of our community is essential to our collective health. The services we offer enhance safety (mental, emotional and physical safety), and do not compromise it.

It is important to distinguish the services we provide from those serving individuals with behaviours that might pose a risk to the community. That individuals who seek counselling are dangerous to the community is a harmful and inaccurate stereotype. In fact, my client demographics consist primarily of high functioning professionals, many of whom are in helping professions such as health care, social services, education and front line emergency services, as well as many business owners, undergrad and graduate students, tradespeople and retired professionals. These are valued and important members of our community, and a number of them actually live in this neighbourhood already. People seek counselling for many reasons and are motivated to be healthy members of our society. They should be applauded, not stigmatized as dangerous. When I think of the individuals I support every day, the suggestion that they pose a risk to our neighbourhood deeply saddens me, as I know each and every one of them would be hurt and offended. These are people who serve and protect all of us, caring for our children, creating safety in our communities, healing us when we are sick, and providing essential services needed for our society to function.

Part of our training and professional registration requirements includes competency in risk assessment. Screening for appropriateness of services is a routine part of accepting a client. Clearly, given that we are choosing to practice from our own homes, we assess that our clients are not going to put ourselves or our community at risk. We only accept clients that are appropriate for our areas of practice. There are mental health professionals who work with forensic populations, but that is a highly specialized area and is not the service that Ms. Jensen or myself would ever consider providing out of a home based practice. We want to feel safe in our own homes as much as everybody else does.

Ms. Watson asserts "an area zoned residential is not a place for a clinic that specializes in the mental health of people". These kinds of practices already exist, without any incidents or concerns, in this neighbourhood and many others. The Medicine Tree, which is 1/2 block from

Ms. Jensen's home, has been offering counselling services for many years already, and was likely already operating when Ms. Watson purchased her home in this area. I have had no complaints or concerns from my neighbours about my business and have good relationships with all of them. I received approval for my Type B business license without any appeal. In fact, the feedback I got from neighbours when I was building my office space was very positive and encouraging. I do not believe Ms. Watson's concerns would be reflected by most people in this neighbourhood, provided the community is accurately informed about the nature of these kinds of businesses. Most sessions occur during regular business hours when most people are at work, with a few sessions typically being offered one evening per week. Impact on the quality of life of neighbours appears to me to be non-existent, and I have never heard anything to contradict this impression.

Finally, I'd like to speak to the character of Mackenzie Jensen as she is a new member of our London Road community. She has been a colleague of mine for around five years and is a deeply respected member of our profession. She is well known amongst healthcare and education professionals in Lethbridge as someone to refer to who is exceptionally caring, competent and committed to serving both her individual clients and the community at large. While she never advertises it, she regularly does pro bono work to help people who are vulnerable and aren't able to access services on their own. Her greatest areas of passion in her work are helping those who are grieving, dying, healing from trauma, struggling with infertility and experiencing conflict in their relationships. Mackenzie impacts people's lives for the better every single day, and protects those who are vulnerable. She advocates for those who have been stigmatized and have experienced oppression, and supports them in being and becoming generous contributors to the community. Mackenzie, and her husband Chance, are some of the most loyal and kind people I have ever met. If any neighbour needed a hand, they would be there to support them. I encouraged them to move to our neighbourhood because their family is exactly the kind of people I want to have as neighbours. They are invested in putting down roots and raising their family here, and want to be part of the community as a family and through Mackenzie's wonderful business.

Thank you for your time and consideration. Please feel free to contact me if you have any additional questions about my comments on this matter.

Kind regards,

Laura Thiessen MSW, RCSW

Gerald Turnbull & Teagan Nixon
1113 9 avenue S
Lethbridge, AB
T1J 1V2
teagan.nixon@hotmail.com

To: Secretary of the Subdivision and Development Appeal Board,
City clerk's office, 2nd floor 910 4th avenue S
Lethbridge, AB
T1J 0P6
(403)329-7329

RE: 836 12 St S- request to establish a home occupation for a Registered Psychologist

Dear Sir/Madam,

We are writing in support of the above-mentioned business. We live behind the residence, our backyards meet-with our house facing 9th avenue. We think adding mental health therapy in a comfortable home setting would be a great addition to the neighbourhood. Not only will it make her clients feel more at ease, but it may help with clients feeling embarrassed in an office setting. As there is a stigma around mental health. There are multiple businesses right across the street already, one being the medicine tree which offers a social worker and other healing arts. An additional business won't even be noticed. Especially as they have added a parking pad in front of their home. We have met Mackenzie, and her family, on multiple occasions. We trust her professional judgement on allowing clients into her home office. More importantly, we trust her judgement as a mother that she would not put her family or neighbours in a threatening position. If you require further information, don't hesitate to contact us directly.

Sincerely,

Gerald Turnbull & Teagan Nixon

APPLICATION NO.
DEV12099

LAND USE DISTRICT
R-L (L) London Road
Redevelopment Area
Low Density Residential
District

LOCATION
836 12 Street South

APPELLANT
Brenda Watson
London Road Neighbourhood Association

LANDOWNER
Mackenzie Jensen
Chance Jensen

PROPOSED DEVELOPMENT

To establish a Type B Home Occupation for a Registered Psychologist. Maximum of 6 customers to the home per day, one at a time, by appointment only. Hours of operation: Monday 1:00 p.m. to 7:00 p.m. and Tuesday through Thursday 8:00 a.m. to 2:00 p.m.

Drawings last page of submission

CURRENT DEVELOPMENT

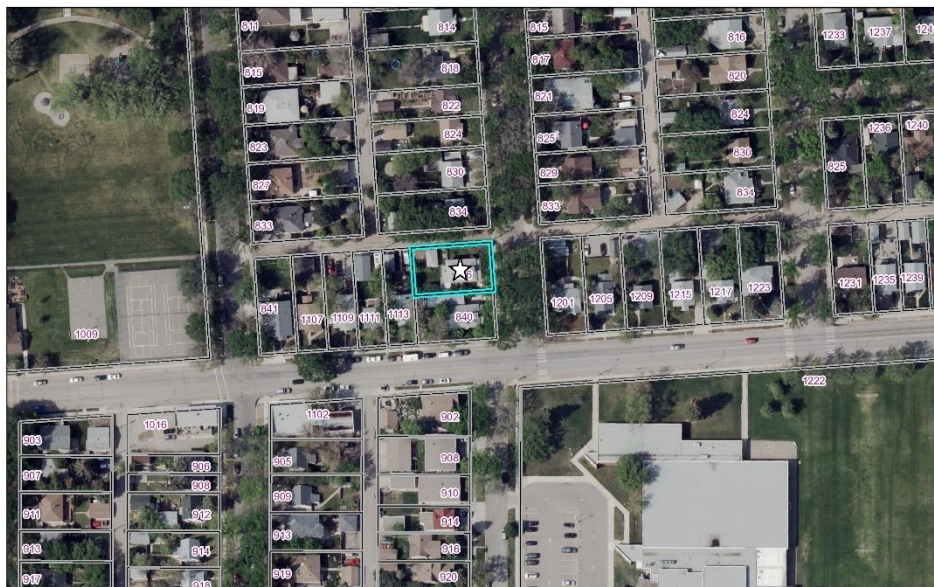
Single Detached Dwelling

ADJACENT DEVELOPMENT

North	Single Detached Dwelling
South	Single Detached Dwelling
East	Single Detached Dwelling
West	Single Detached Dwelling

CONTEXT MAP

836 12 St S



June 23, 2020
Building Numbers
 Parcels



Source: Esri, Maxar, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community

NOTIFICATION SUMMARY

Neighbourhood Assoc.	London Road Neighbourhood Association is not notified for Type B Home Occupations that meet the standards of Land Use Bylaw 5700.
Neighbourhood	Neighbourhood letters are not sent for Type B Home Occupations that meet the standards of Land Use Bylaw 5700.

EVALUATION

Background	<ul style="list-style-type: none"> • An application to establish a Type B Home Occupation was received May 22, 2020. • This application was reviewed for compliance with Land Use Bylaw 5700. • The proposal met all the performance standards in the Land Use Bylaw for Type B Home Occupations . • The approval was advertised in the Lethbridge Herald on May 30, 2020.
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LAND USE BYLAW SUMMARY

Use: Home Occupation – Type B

Discretionary

Section 9.12	Requirement	Provided	Waiver Requested
Customer or Student visits	Maximum of 6	6	N/A
Minimum on-site parking spaces	1 additional	1	N/A
Supplier visits	1 per week	0	N/A
Employees	No one employed by or engaged in the Home Occupation who is not a permanent resident of the home shall visit for the purpose of carrying out any aspect of the home occupation	No employees	N/A
Visibility &/or Signage	No aspect of the Home Occupation may be visible from outside the dwelling or building. Signs are not permitted	None	N/A
Vehicles	A vehicle used in the Home Occupation, that may visit or be parked at the parcel, must be either: A passenger vehicle or A truck or van (excluding a cube van) with a maximum of one tonne capacity and 6 meter length	None	N/A
Storage	No outside storage of goods, materials, or equipment is allowed.	None	N/A
Offensive Impacts	No offensive impacts on the household or neighbouring households, including but not limited to noise, dust, odour, fumes, excessive light or fire hazards, are allowed	None	N/A

<p>Context</p>	<p>This application is before the Subdivision and Development Appeal Board because:</p> <ul style="list-style-type: none"> ○ The permit has been appealed by a neighbour and the London Road Neighbourhood Association.
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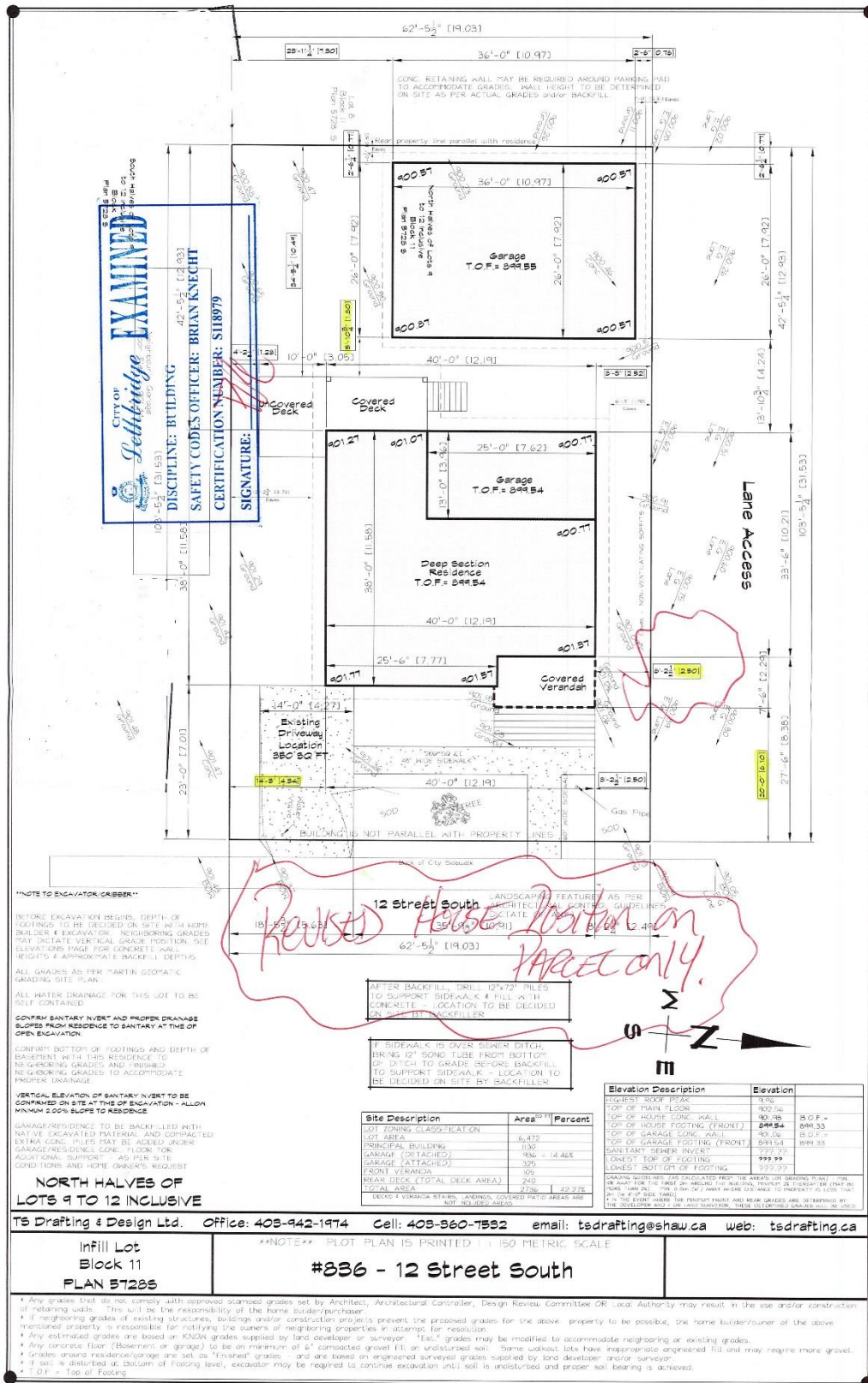
<p>Considerations</p> <p>Context</p> <p>Zoning</p>	<p>Compliance with Land Use Bylaw 5700</p> <ul style="list-style-type: none"> ○ This application meets all the requirements for a Type B Home Occupation ○ There are no other Type B Home Occupations within a 100m radius of this parcel. ○ This parcel is within the London Road Area Redevelopment Plan, the only mention of home occupations in the plan is under the policy framework section and it states: “Note that, as defined in the Land Use Bylaw, Home Occupations are accessory to a residential use”. There are no rules or regulations in the ARP in regards to Home Occupations. <ul style="list-style-type: none"> • Parcel is zoned R-L (L) London Road Redevelopment Area Low Density Residential District <ul style="list-style-type: none"> ○ Purpose: Primarily for the development of single detached dwellings and compatible uses. ○ Home Occupations – Type B are a discretionary use in this district and therefore, deemed to be a compatible use.
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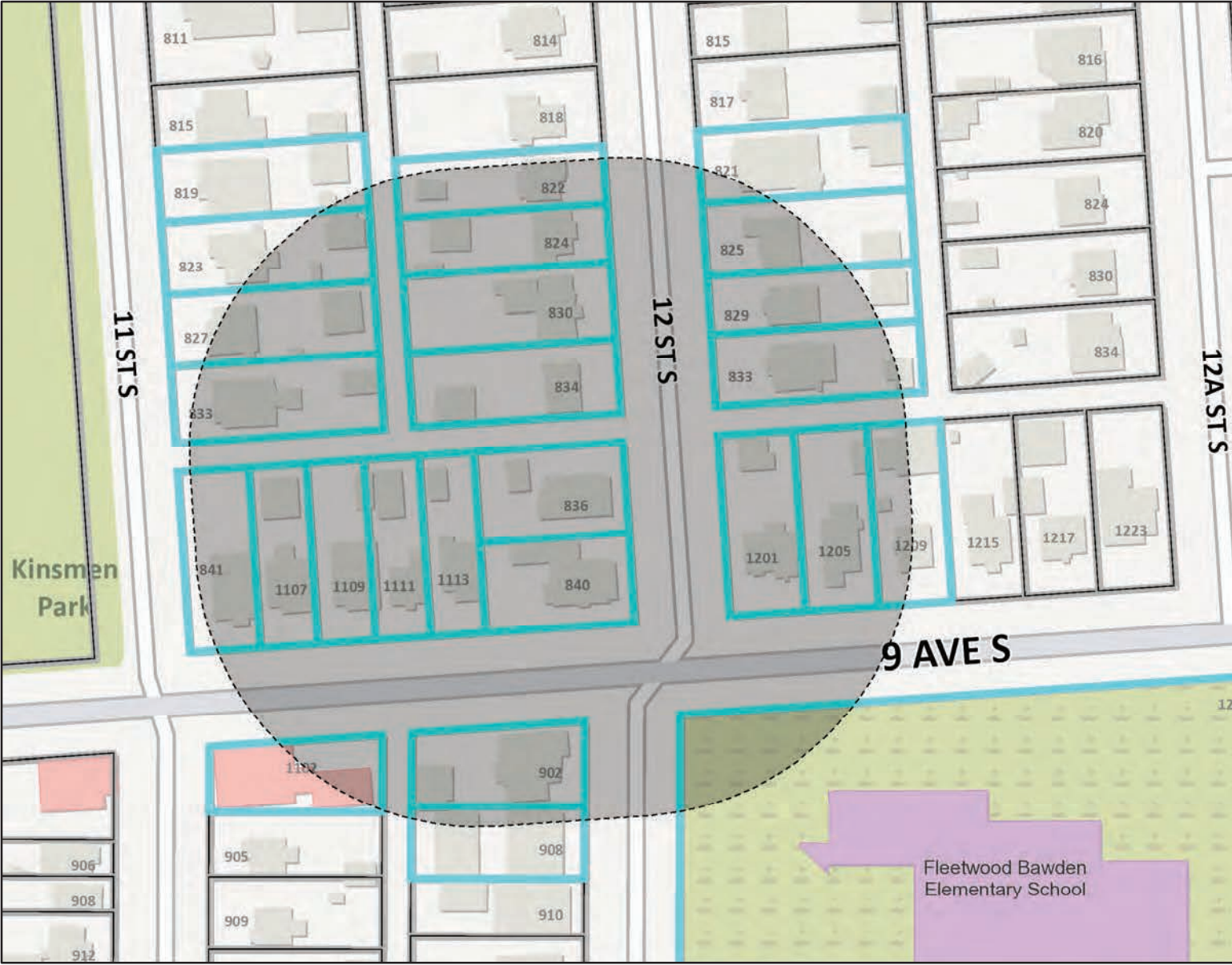
<p>Legislation & Policy</p>	<p>Land Use Bylaw 5700</p> <ul style="list-style-type: none"> • Section 1.4.3, Definitions <ul style="list-style-type: none"> ○ Home Occupation means the accessory use of residential property by the occupant or occupants for an occupation, trade, profession or craft. This use excludes woodworking, welding, machine shops, automotive, or autobody and/or paint shops. ○ Home Occupation – Type B means a home business with customer visits, one at a time, by appointment • Section 9.12, Home Occupation performance standards as stated above • Section 9.12.3 Compliance requirements: <ul style="list-style-type: none"> ○ Any failure to meet the conditions of the Development Permit for a Home Occupation may result in revocation of the permit. ○ Changes to an approved Home Occupation require the approval of the development authority. ○ A Development Permit for a Home Occupation is not transferable to a new address. ○ A person or business to whom a development permit for a Home Occupation has been issued, or any successor to the permit, shall continuously comply with the requirements of Section 9.12 and the conditions of the Development Permit. • Section 14.5, R-L Low Density Residential District <p>Integrated Community Sustainability Plan / Municipal Development Plan:</p> <ul style="list-style-type: none"> • 6.1.1 Lethbridge is a Good Place to Open and Operate a Business <p>Policy</p> <p>5) Support home based businesses that respect the residential characteristics of their neighborhood.</p> <p>South Saskatchewan Regional Plan 2014-2024</p> <ul style="list-style-type: none"> • Complies
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CONCLUSION

The application was approved with the following conditions:

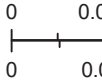
1. That this home occupation be conducted in accordance with Section 9.12 (Type B) of Land Use Bylaw 5700. (attached).
2. That a maximum of 6 customers be permitted to visit the home each day, one at a time, by appointment only. Hours of operation are Monday 1:00 p.m. to 7:00 p.m. and Tuesday through Thursday 8:00 a.m. to 2:00 p.m.
3. That one off-street parking stall be provided and maintained for customer visits to the home. This parking stall shall not displace resident parking at the home. Parking shall be in accordance with the parking layout plan submitted May 22, 2020.





June 12, 2020

□ Parcels



Sources: Esri, HERE, Ga
FAO, NPS, NRCAN, Geo