POLICIES AND PROCEDURES – PROGRAM

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**The Salvation Army**

**Women’s Counselling Centre**

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| Section: | Program |
|  |  |
| Date Created: | July 2011 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Accessible Customer Service

**Policy:**

It is the policy of The Women’s Counselling Centre that we will take all reasonable steps to ensure that people with disabilities can access the full range of the services and programs that we provide.

**Procedure:**

The Salvation Army Canada and Bermuda Territory is firmly committed to providing excellent customer service to all persons, including people with disabilities.

The Women’s Counselling Centre may serve women with disabilities. We will do everything that we reasonably can to ensure that disabled women have full access to all of our programs and services.

See the policy on Illiteracy for more information on the procedures pertaining to providing service to people who are illiterate.

Women who use mobility aids are able to access the Women’s Counselling Centre either through the fully accessible entrance through the Corps Building or through our accessible doors and the wheelchair convenience ramp at our main entrance. Staff will provide any necessary assistance with doors / mobility devices as required by the client. If the staff member requires any training pertaining to the needed assistance, management will assure that this training is provided.

The Salvation Army welcomes people with disabilities who are accompanied by either a service animal or a support person. At no time will such a person be denied service or access to their service animal or support person.

Clients who have visual or auditory disabilities may receive services through the use of a client provided interpreter.

A copy of the official Salvation Army Operating Policy regarding Accessible Customer Service is attached.

## Territorial Policy on Accessible Customer Service

**Effective: June 01, 2011**

**All Workers with The Salvation Army - be they Officers, Employees, Volunteers – are expected to uphold this Policy and work together to provide accessible customer services in all programs and services offered by The Salvation Army. This Territorial Policy is based on the Mission Statement and Core Values of The Salvation Army.**

1. **PURPOSE**

In fulfilling its mission, The Salvation Army strives at all times to provide its goods

and services in a way that respects the dignity and independence of people with

disabilities. The Salvation Army is also committed to giving people with disabilities

the same opportunity to access goods and services and allowing them to benefit from

the same services, in the same place and in a similar way as other customers. This

policy outlines how all ministry units will work together to provide excellent

customer service to all clients, including clients with disabilities.

2. **POLICY**

The Salvation Army Canada and Bermuda Territory is firmly committed to providing

excellent customer service to all persons, including people with disabilities.

In accordance with applicable legislation and regulations, the Territorial Policy on

Accessible Customer Service will be reviewed annually, revised appropriately and

posted at all Salvation Army workplaces. Each workplace will develop, implement and post a specific Accessible Customer Service Policy Program at their location which meets applicable legislative requirements, as well as the requirements of this policy. This program will be based on the elements outlined in section 4 of this policy.

**3. DEFINITIONS**

Refer to the applicable provincial legislation regarding relevant definitions which may

differ slightly in each jurisdiction.

**Disability is defined as**:

Any degree of physical disability, infirmity, malformation or disfigurement that is

caused by bodily injury, birth defects or illness and without limiting the generality

of the foregoing includes diabetes mellitus, epilepsy, a brain injury, any degree of

paralysis, amputation, lack of physical coordination, blindness or visual

impediment, deafness or hearing impediment or physical reliance on a guide dog

or other animal or on a wheelchair or other remedial appliance or device.

\_A condition of mental impairment or a developmental disability

\_ A learning disability or a dysfunction in one or more of the processes involved in

understanding or using symbols or spoken language

\_ A mental disorder

\_ An injury or disability for which benefits were claimed or received under the

insurance plan established under workers’ compensation acts.

**Worker:** is defined as a person who performs work or supplies services to The

Salvation Army. This includes officers, employees, contract staff and volunteers.

**Workplace:** is defined as any place where a worker performs work, or is likely to be

engaged in any work. This may include, for instance, a motor vehicle, a mobile

emergency response unit, or an off-site location such as a hospital or prison. The

definition of workplace may be interpreted differently under statues such as Human

Rights and Workers’ Compensation Acts

**Supervisor:** is defined as a person who has charge of a workplace or authority over a

worker.

**4. ACCESSIBLE CUSTOMER SERVICE POLICY PROGRAM - PROVINDING ACCESSIBLE CUSTOMER SERVICE TO PEOPLE WITH DISABILITIES**

4.1 Communication

Workers will communicate with people with disabilities in ways that take into account

their disability. Salvation Army supervisors will train workers who communicate with clients on how to interact and communicate with people with various types of disabilities.

4.2 Telephone services

The Salvation Army is committed to providing fully accessible telephone service to

our clients. Workers will communicate with clients over the telephone in an

understandable manner, taking into account the client’s disability. The Salvation Army will use reasonable efforts to ensure that the Salvation Army ministry units will offer to communicate with customers by other means of communication that may be appropriate for a client, for example, email, TTY and relay services.

4.3 Assistive devices

The Salvation Army is committed to serving people with disabilities who use assistive

devices to obtain, use or benefit from our services. The Salvation Army will train

workers, when relevant, to be familiar with various assistive devices that may be used

by clients with disabilities while accessing our services.

4.4. Billing

The Salvation Army is committed to providing accessible invoices to all of our clients

and customers. For this reason, invoices will be provided in the alternative formats

upon request, for example hard copy, large print and e-mail. The Salvation Army will answer any questions clients and customers may have about the content of the invoice in person, by telephone or in writing.

4.5 Use of service animals and support persons

The Salvation Army welcomes people with disabilities who are accompanied by a

service animal**.** Workers dealing with the public will be properly trained on how to

interact with people with disabilities who are accompanied by a service animal.

The Salvation Army welcomes people with disabilities who are accompanied by a

support person. Any person with a disability who is accompanied by a support person

will be allowed to enter Salvation Army’s premises with his or her support person. At

no time will a person with a disability who is accompanied by a support person be

prevented from having access to his or her support person while on our premises.

4.6 Notice of temporary disruption

The Salvation Army will provide customers with notice in the event of a planned or

unexpected disruption in the facilities or services usually used by people with

disabilities. This notice will include information about the reason for the disruption,

its anticipated duration, and a description of alternative facilities or services, if

available. The notice will be placed at all public entrances and service counters on Salvation Army premises.

4.7 Training for workers

Salvation Army supervisors will provide training to all workers who interact with the

public and/or are involved in the development and approval of customer service

policies, practices and procedures. This training will be provided upon orientation and refresher courses will be made available as appropriate.

Training will include the following:

* How to interact and communicate with people with various types of disabilities
* How to interact with people with disabilities who use an assistive device or

require the assistance of a service animal or a support person

* How to use equipment or devices, e.g. TTY, wheelchair lifts, etc., available on

Salvation Army’s premises, or other mechanisms that may help with the

provision of services to people with disabilities.

* What to do if a person with a disability is having difficulty in accessing Salvation

Army’s services and how to report customer service feedback.

* Specific Salvation Army individual ministry units’ policies, practices and

procedures relating to the accessible customer service standard for that specific

facilities and equipment

4.8 Accessible Customer Service Feedback process

The ultimate goal of The Salvation Army is to meet and surpass client expectations

while serving persons with disabilities. Comments on our services are welcome and

appreciated. Feedback regarding the way The Salvation Army provides services to people with disabilities can be made by e-mail, in writing or verbally. All feedback will be

directed to the ministry unit’s Officer or Executive Director. Clients should receive a

response within three business days**.** Each customer or client may complete an Accessible Customer Service Compliant and Feedback Form. These forms will be available and submitted electronically at www.salvationarmy.ca and print copies will be available at individual ministry units across the Territory.

*Floyd J. Tidd*

**COLONEL**

**CHIEF SECRETARY**

| Customer Service Initial Complaint and Feedback form |
| --- |
| Today’s Time: | Today’s Date: |
| **If you wish to be contacted by a Salvation Army staff person, please provide your information. Personal information contained on this form is collected pursuant to applicable legislation and will be used for the purpose of responding to your request.** |
| **Customer Name**: |
| Address: |
| City: | Province: | Postal Code: |
| Email: | Telephone: |
| *Please provide details of your customer service experience* |
| Please tell us the date and time of your contact with The Salvation Army and the details of your customer service experience. |
| Salvation Army Location | Province: |
| Did we respond to your customer service needs*?**(please circle)* | Yes | No |
| Was our customer service provided to you in an accessible manner? *(please circle)* | Yes |  No |
| ***Overall customer service experience:*** |
| Extremely Satisfied | Satisfied | Dissatisfied | Annoyed |
| For Salvation Army use only: |
| Received by (Name) : | Referred to: | Date referred: |
| Comments: |

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| --- | --- |
| Section: | Program |
|  |  |
| Date Created: | August 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Audio and / or Video Taping

**Policy:**

It is the policy of the Women’s Counselling Centre to, as much as possible, safeguard confidential information about our clients.

**Procedure:**

It is understood that some students may wish or be required to audio or video tape counselling sessions as part of their learning contract or course requirements.

No audio or video recording is permitted in the Women’s Counselling Centre without the written consent of the client being recorded.

Audio and Video tapes used should be erased, taped over, or destroyed as soon as the purpose for which it was recorded is complete.

The Women’s Counselling Centre does not provide any audio or video recording equipment.

Any employee wishing to audio or video tape a counselling session for any reason must have the signed consent of the client.

A copy of the signed consent form for either student or employee taping should be placed in the client file along with a notation of what was taped and for what purpose.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| Section: | Program |
|  |  |
| Date Created: | December 2013 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

**Case Conferences**

**Policy:**

It is the policy of the Women’s Counselling Centre that Case Conferences are held as necessary and that they involve all relevant staff members to the client’s case.

**Procedure:**

There is one integrated client file for each client that all staff members have access to.

Each staff member is responsible for reading the client notes and updating them as necessary.

Each interaction with a client must be documented.

From time to time, there is more than one staff member assisting a client. When this occurs, ad hoc meetings between the relevant staff members will take place as needed. The outcomes of these meetings will be documented in the client file so that all staff members know about the decisions made.

All staff will uphold the decisions that are made in case conferences.

Should it become necessary to have an agency wide case conference, this will take place at an agreed upon time and minutes will be taken.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| --- | --- |
| Section: | Program |
|  |  |
| Date Created: | July 2010 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Client / Public Complaints and Concerns

**Policy:**

It is the policy of the Women’s Counselling Centre to have a process by which clients and members of the general public can voice concerns / complaints to management.

**Procedure:**

Any client who has a concern or complaint that they wish addressed may speak to their counsellor regarding the concern. The counsellor should do everything in her power to correct the situation. This may include the matter being referred to the Director.

If the complaint is regarding a staff member or counsellor, the client may speak to the Director.

Minor complaints will be handled on the spot where possible. For more serious or detailed concerns, the Director may request that the client put their concern in writing to her on the attached form.

The Director will begin acting on the concern upon receiving it in writing from the client.

If the client wishes to be informed as to the resolution of the issue, the Director will keep her informed as to the progress of the action plan. This will happen as long as it is possible to do so without breaching our confidentiality policy.

Complaints received from a member of the public will be handled by the Director who will request that the complaint be put in writing. If the complaint is regarding a staff member, student, or volunteer, the Director will speak to the person involved and investigate the complaint. The Director will take whatever steps are necessary to resolve the issue and if requested will inform the complainant about the resolution of the issue.

Complaints which fall into issues covered by the Territorial policies on Abuse, or Workplace Harassment, Discrimination And Workplace Violence will be handled according to the guidelines of those policies.

**The Salvation Army**

**Women’s Counselling Centre**

## Suggestions and Complaint Form

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Person filing suggestion or complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Program or Staff Member that the suggestion or complaint refers to:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Details of Suggestion or Complaint:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Do you wish to be notified of any follow up to this suggestion or complaint? If yes,

please provide your contact information. Please note that follow up which violates the confidentiality of another person will not be shared with you.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Signature

For Office Use Only Follow up on suggestion or complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 Director of Counselling Services Date

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| --- | --- |
| Section: | Program |
|  |  |
| Date Created: | October 2016 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Client Fees

**Policy:**

It is the policy of The Women’s Counselling Centre that we offer some of our services according to a Sliding Fee Scale.

**Procedure:**

It has been well documented in psychotherapeutic literature that clients benefit more from counselling when they contribute financially to it.

Thus, we have developed a sliding fee scale that will apply to some of our counselling services. The sliding fee scale is based on both total gross income and family size.

**Counselling Fees**

We offer 10 sessions of individual counselling free of charge. After the 10 sessions are complete, any further sessions will be assigned a fee according to our sliding fee scale.

**No Show / Short Notice Cancellation Fees**

It is essential that we receive at least 24 hours’ notice of the cancellation of a counselling session unless in an emergency. This will enable staff members to better plan their time.

All clients should be informed during both the telephone intake and the face to face intake of the no show / short notice cancellation fee that is applicable to their counselling appointments.

**Collection and Management Of Client Fees**

**Client Fees Policy Cont’d**

The details about both the Counselling Fees and the No Show / Short Notice Cancellation Fee are included in the Contract for Service which clients sign during their intake session.

All client fees will be calculated according to the fee schedule. Any departure from the established sliding fee scale must be discussed and approved by the Director prior to the implementation of the amended fee.

Staff members should discuss the applicable fees with clients early in the counselling process so that no one is surprised when they have to begin paying fees for sessions.

We accept the following documentation as proof of income:

* Federal Government Notice of Assessment for most recent tax year
* OW Monthly Statement
* ODSP Monthly Statement
* Official T4 for the most recent tax year
* Employment Pay Stubs from two most recent pay periods
* CPP or OAP Statement
* Official Statement From EI

At the present time, cash is the only method of payment that we accept. If a client wishes to prepay for several sessions, she may do so, however, since we do not have cash on the premises, no refunds for sessions not attended will be issued. The counsellor should keep the record of the number of sessions that have been pre-paid.

There may be instances where a client’s financial situation has changed drastically from the previous tax year. An example of this may be if the client has just left a relationship and her income has changed as a result. In these cases, the proof of income for their current situation rather than the previous tax year should be used in assessing the fee for the counselling sessions.

**Returning Clients**

Should a client cease attending counselling and later return to the Women’s Counselling Centre for additional counselling, there must be at least a break of six months between blocks of counselling for the client to eligible for the first 10 sessions free of charge.

**Client Fees Policy Cont’d**

**Receipts**

We are not required to issue receipts for every session or payment. However, if clients request a receipt, we will issue one using the following procedure:

On the server is a folder with the title “Receipts”. In that folder is a file titled “Blank Receipts”. This file can be used to complete and print a receipt for the

client. Do not save the receipt. Rather, print two copies of the receipt, one for the client and one to be kept in the client file.

For most of our clients, the standard receipt will be acceptable. However, if a client is submitting their receipts for reimbursement, they may require additional information to be on the receipt. In this case, be governed accordingly. If

necessary consult with the Director regarding the best way to issue this kind of receipt.

In the Receipts Folder is also an Excel Spreadsheet with the title “Receipts” followed by the applicable fiscal year. The spreadsheet is set up with one page for each month of the year. Please note in the applicable month all money received from clients and also whether or not a receipt was given. If a receipt was given, please record the number of that receipt.

**Documentation**

A Client Fee Form will be placed in each client file on which staff members will track the number of sessions and fees paid or not paid.

Any outstanding fees will be tracked on the timelog screen of WISH using the Notes field. This will ensure that we have a permanent record of any outstanding fees should a client return for counselling at a future date.

All fees collected by staff members should be given to the Director by the end of the day collected. If the Director is out of the office, the money should be placed in an envelope, marked as counselling fees, and given to the Corps Admin Assistant for safekeeping. However, in this case, staff members must keep a record of the money given to the Admin Assistant and give this to the Director upon her return to the office. This will ensure that an accurate recording of the funds received can be maintained.

Under no circumstances should money be left anywhere in the Counselling Centre which is not locked. In the event that the Director is not in the office and there is no one in the Corps Office, the money should be stored in a clearly marked envelope and locked in either a drawer or filing cabinet. It should then be given to the Director or Corps Admin Assistant at the earliest possible time.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| Section: | Program |
|  |  |
| Date Created: | May 2015 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Client Files – Contents and Organization

**Policy:**

It is the policy of the Women’s Counselling Centre to maintain client files in a consistent manner for each client. It is also the policy of The Women’s Counselling Centre that each staff member keep up to date case notes for their clients.

**Procedure:**

As it is difficult to remember a client session after the fact, staff members are encouraged to update their case notes immediately after each session or contact with a client. However, staff members are required to ensure that case notes are updated within one week following the contact with the client.

All documentation of case notes / client information is to be entered into the WISH database. The exceptions to this are listed below in contents of client files section. All papers in client files will be clipped into the folder using the file folder fasteners, not staples.

Documentation in client files should be accurate and non-judgmental in nature. They should also be objective and not subjective. Case notes are to be as brief as possible while still capturing the appropriate information.

Client Files will be kept tidy by all staff. When a folder begins to look old/torn etc. it is to be replaced. Each file will have a file label on it with the client name printed in the following format: Last Name, First Name.

The files will be stored alphabetically by last name in the appropriate letter section of the filing cabinet drawer. When the client is a repeat client, in order to ensure that the file stays tidy, the paperwork from the previous admission(s) will be placed in an envelope and fastened behind the new paperwork on the right side of the file. If the file is extremely thick, an exception may be made and the white envelope may be kept with the file in the hanging folder.

The following format should be used for all client files:

**Client Files – Contents and Organization Policy Con’t**

**Contents of Active and Discharged Client Files (Listed From Front To Back)**

|  |  |
| --- | --- |
| **Left Side** | **Right Side** |
| Discharge Summary - Counselling | Client Goals – Counselling |
| Discharge Summary – Transition Support | Client Goals – Transition Support |
| Counselling Session Fees | Safety Plan (from WISH) |
| Individual Program Plan (from WISH) | Additional Information ie:* Housing application
* Emails
* Correspondence
* Case Notes prior to WISH
 |
| Transition Plan (from WISH) | Consent to Release Information |
| Waiting List Form | Consent to Collect Information |
| Referral Form (if applicable) | Contract for Service |

Shaded cells are only for clients who have been discharged from either program.

1) All files must be kept according to this pattern.

2) If filing Additional information, pre-WISH case notes etc., they are filed in reverse date order with the newest on the top in the appropriate section of the right side of the folder.

3) All of the above noted forms etc. should be attached in the applicable section of the file. There should be no loose papers.

4) There should be no sticky notes or handwritten notes in the files. Everything in a file should be typed.

5) Should a client bring us third party documentation to read, it should be read and returned to the client. It should only be kept in the file if absolutely necessary and only for as long as absolutely necessary.

6) When new files are made up, they will still include the Wheels, and the Client Information etc. These should be given to clients to take home. If they are not going to be used, they should be removed from the file and returned to their appropriate folder in the drawer to be used again.

7) When a previous client returns for services, we start over with new forms. The contents of the old file will be placed in a white envelope, labelled with the client’s name and dates of previous admission and discharge and the envelope will then be attached to the back of the right side of the folder.

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**Women’s Counselling Centre**

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# Client Files - Storage

**Policy:**

It is the policy of the Women’s Counselling to maintain a file for each client containing information regarding the services provided.

**Procedure:**

Most of the information in a client file will be stored in the WISH database. However, staff members will maintain a file for each Client according to the pattern outlined in the Policy: Client Files – Contents and Organization.

All client files are to be kept in the locked file cabinet identified as FILE CABINET A.

All staff members have a key to File Cabinet A.

At the end of each day, File Cabinet A is to be locked. The last staff member leaving the facility each day will ensure that the filing cabinet is locked.

Upon closing a file, it is to be removed from FILE CABINET Aand placed in the locked FILE STORAGE / SUPPLY ROOM**.**

Any requested information must be approved by the Director or designate prior to copying or removing the information.

External requests for file information must be accompanied by a Release of information signed by the client. All requests must be approved by the Director or designate and responded to within 30 days.

**Requests for file information via a SUBPOENA must be directed to the Director or designate immediately.**

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# Client Goals - Counselling

**Policy:**

It is the policy of the Women’s Counselling that the counselling provided will be consistent with the goals of our clients.

**Procedure:**

During the face to face intake process, staff will have each client name up to three main goals that they want to work on during her counselling. These goals will be listed on the yellow Client Goals form. A copy of the Client Goals form is attached. The staff member is responsible to ensure that goals are written using the following manner: **S**imple, **M**easurable, **A**chievable, **R**ealistic and **T**imely. **(SMART).**

The client will be asked to establish a baseline score of where she sees herself at the beginning of counselling in the achieving of each of her goals.

At the end of 3 months and every 3 months thereafter the client goals will be reviewed and the client will be asked to provide a new number for each goal. The new numbers will be entered in the appropriate column on the Client Goals Form.

As part of the discharge process, the client will again be asked to provide a number for each goal. The numbers will be entered in the appropriate column on the Client Goals Form.

Each time, new numbers are added to the Client Goals form, the form must be given to the Director for tracking. When the Director has recorded the information, she will initial the form and return it to the staff member.

It is understood that some goals may not be complete at the time of termination; however, there should be some noticeable progress towards the completion of the goal documented. It is also understood that clients sometimes terminate suddenly without any opportunity for the counsellor to complete a termination session or documentation. In these cases a number in the termination column of the Client Goals form is not required.

**Client Counselling Goals**

**Name of Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ File Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of Counsellor:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| **Date of Initial Goals Set:** |  |
| **Date of 3 month Review:** |  |
| **Date of Additional 3 month Review:** |  |
| **Date of Additional 3 month Review:** |  |
| **Date of Termination Review** |  |

Goals should be written in the following manner: **S**imple, **M**easurable, **A**chievable, **R**ealistic and **T**imely **(SMART).** The client’s self-report scores are to be noted at each review according to a 0-10 scale (where 0 is incomplete and 10 is complete.)

|  |  |
| --- | --- |
| **Goal 1** | **During my counselling at WCC I will:** |
|  |
|  |
|  |
|  | **Goals Set** | **3 month review** | **3 month review** | **3 month review** | **Termination** |
| **Scores** |  |  |  |  |  |
| **Goal 2** | **During my counselling at WCC I will:** |
|  |
|  |
|  |
|  | **Goals Set** | **3 month review** | **3 month review** | **3 month review** | **Termination** |
| **Scores** |  |  |  |  |  |
| **Goal 3** | **During my counselling at WCC I will:** |
|  |
|  |
|  |
|  | **Goals Set** | **3 month review** | **3 month review** | **3 month review** | **Termination** |
| **Scores** |  |  |  |  |  |

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# Client Information

**Policy:**

It is the policy of the Women’s Counselling that clients will be provided with information about our program(s).

**Procedure:**

A client information document is included in each new client file.

Upon admission, each client will be given this document which provides a basic outline of our services and guidelines.

We encourage our clients to take this document home with them if it is safe to do so. If it is not safe for a client to take this information home, it may be retained in her client file.

If a client has any questions regarding the information in the document, staff members will explain the information more fully.

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# Client Personal Belongings

**Policy:**

It is the policy of the Women’s Counselling that no client personal belongings will be kept on the premises.

**Procedure:**

No personal belongings of a client will be kept on the premises of the Women’s Counselling Centre.

We will not take responsibility for any client belongings left on our property.

The only exception to this policy would be in the case, where for safety reasons, a client’s information (eg. documents, etc.) might be temporarily stored. In these cases the information will be stored in an envelope with the client file and a notation made in the file as to what documents are contained in the envelope. Once a client receives her personal documents back into her possession, she must sign a statement that she has received the same from our safekeeping.

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# Client Rights Policy

**Policy:**

It is the policy of the Women’s Counselling Centre that clients will be treated with dignity and respect.

**Procedure:**

All clients of the Women’s Counselling Centre have rights.

A copy of the Client Rights will be given to each new Client upon admission and posted throughout the Centre.

A copy of the Client Rights is attached.

**The Salvation Army**

**Women’s Counselling Centre**

## Client Rights

You have the right to be safe.

You have the right to be treated with respect, dignity and compassion.

You have the right to support.

You have the right to learn, heal and grow.

You have the right to informed consent.

You have the right to refuse service and participation.

You have the right to ask questions about our services.

You have the right to confidentiality.

You have the right to as much privacy as we can reasonably provide.

You have the right to expect that your complaints will be taken seriously and dealt with promptly.

You have the right to excellent care.

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# Client Rules - General

**Policy:**

It is the policy of the Women’s Counselling Centre to have general guidelines of behaviour in place for all clients who receive counselling or attend our programs.

**Procedure:**

When completing the contract for service during the intake process, clients agree to the following behavioural guidelines.

* Clients are to participate as fully as possible in the counselling or workshop process
* Clients are to be prompt for counselling or workshop sessions
* Clients are to give 24 hours’ notice of a cancellation
* Clients must not be under the influence of alcohol or mood altering non-prescription drugs while in WCC.
* Clients must not behave in a threatening manner while in WCC.
* Clients must not have on their person alcohol, drugs or weapons while in WCC

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# Client Rules – Workshop Participation

**Policy:**

It is the policy of the Women’s Counselling Centre to have general guidelines of behaviour in place for all clients who receive counselling or attend our programs.

Procedure:

In addition to the behaviour guidelines for intake, there are additional guidelines specific to workshop participation. These include but are not limited to the following:

Attend each session and be on time.

Help to create an environment of caring, acceptance and safety.

Maintain confidentiality

Respect each other’s beliefs, values and experiences.

Listen when some else is talking.

When sharing your opinions, keep it short.

Say “pass,” if you do not want to share.

Only share encouragements, not advice or criticism.

Ask the person first if they want a positive touch or an encouragement.

Please respect each other’s “no.”

What do if you feel triggered by the contents discussed in the workshop/

Feel free to leave the room if necessary.

The Workshop Facilitator will prepare a list of workshop guidelines for each workshop and discuss these with the participants during the first workshop session.

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# Client Satisfaction Survey

**Policy:**

It is the policy of the Women’s Counselling Centre that clients will have opportunity for feedback during or on completion of their programs at the Centre.

**Procedure:**

Clients will be asked to complete an anonymous Client Satisfaction Survey upon the completion of their programs at WCC. This survey has been developed by the Ministry of Community and Social Services.

The survey must be completed online. The online version of the survey guarantees anonymity and provides us with quick access to the feedback received. The online survey can be accessed by following the link:

<http://www.womensurvey.ca> password TGW123

Clients are not to be asked to complete the survey while they are in crisis.

Staff members may choose an appropriate time to ask clients to complete the survey. This may be at some point during the non-crisis part of the counselling, at termination or at the completion of a workshop.

If a client does not have internet access or is afraid to complete this survey because of the need to hide her internet tracks, she may complete the survey at our Centre using the computer at the reception desk. In this case the counsellor should assist the client in logging on to the reception account and ensure that they are able to log on to the survey. The counsellor must not stay while the client is completing the survey. If there are

literacy concerns one of our students or another person may assist a client in completing the survey by reading the questions to her and recording her answers.

The survey is available in English and French.

**Client Satisfaction Survey Policy Con’t**

The Director has access to the composite online survey results each year once 6 or more clients have completed the survey.

The information compiled from these surveys will be used for continuous quality improvement and also for strategic planning.

It is understood that clients sometimes terminate suddenly without any opportunity for the counsellor to complete a termination session or documentation. In these cases a Client Satisfaction Survey is not required.

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# Client Satisfaction Survey – Action Plan

**Policy:**

It is the policy of the Women’s Counselling Centre to review data received from the Client Satisfaction Surveys and to use that material in Continuous Quality Improvement and Strategic Planning.

**Procedure:**

The Director will periodically compile a summary of data received from Client Satisfaction Surveys once available online.

This data will be shared with staff in a regular monthly staff meeting and any required discussion of the data will take place at that time.

If there are changes to the program that arise out of the surveys, these will be discussed in the monthly staff meeting.

Decisions will be made about appropriate changes in the staff meeting, and plans to implement changes will be made.

If a new or Revised Policy is required as a result of these changes, The Director will write or amend the Policy and ensure that staff receives an up to date copy of the Policy for inclusion in their copy of the Policy and Procedure Manual.

Any serious concerns arising out of client satisfaction surveys will be brought to the attention of the staff at the staff meeting. An example of this would be a client making a complaint on the survey form.

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# Communicable Diseases

**Policy**:

It is the policy of the Women’s Counselling centre to do everything possible to ensure the health and safety of its staff, students, clients and volunteers.

**Procedure:**

The Communicable Disease Control Manual is available for all staff to read. It is located in

the Health and Safety area of the Kitchen. It is also available on the server.

All staff must read, understand and agree to work within the guidelines of the Communicable Disease Control Manual when handling any substance which may spread infection.

Once staff members have read the Manual, the Director will be available to answer any questions that they may have. The staff member must then sign off on signature form indicating that they have read and understood the Manual. A copy of the signed form will be retained in the employee’s Personnel File.

All staff will regularly wash their hands:

* After using the washroom
* After touching another person
* Before and after handling food

Hand sanitizer is available to staff for times when hand washing is not available or practical.

Doors and door knobs are regularly sanitized by the custodian as part of the regular cleaning duties.

Hand washing instructions are posted in strategic locations throughout the Counselling Centre.

In the very rare instance where a staff member may come in contact with the body fluids of another person, gloves must be worn. Gloves are provided and are located with the First Aid Kit in the Kitchen.

**The Salvation Army**

## Communicable Disease Control Manual Acknowledgement Form

I have read the Salvation Army Communicable Disease Control Manual. I understand the manual and have had my questions answered. When dealing with any of the issues contained in the manual, I will adhere to the guidelines contained in the manual.

I understand that a copy of this signature sheet will be placed in my personnel file.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Employee Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Director of Counselling Date

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# Completion / Non-Completion Criteria

**Policy**:

It is the policy of the Women’s Counselling Centre to maintain established criteria for program completion.

**Procedure:**

Each program offered by the Women’s Counselling Centre will have a written list of the criteria for program completion.

Counselling Program Completion Criteria:

* Client goals are met or there is significant progress towards those goals
* Client is no longer in crisis
* Client feels better able to cope on her own
* Client no longer needs counselling

Workshop / Group Program Completion Criteria:

* Client attended at least half of the workshop sessions for the workshop in which she is registered
* Client participated as fully as she is able / willing in the workshop
* Client receives certificate of completion (only for workshops)

Legal Support Program Completion:

* Client has completed the applicable legal processes
* Client no longer needs our assistance in the legal process

If a client does not meet the above criteria, she will be deemed as having not completed the applicable program.

Clients who do not complete a program, may return at a later date to complete a program. However, in the case of a workshop, she must complete the entire workshop over again and cannot start where she left off.

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# Confidentiality

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to both Legislation and established best practices with regards to Agency and Client Confidentiality.

**Procedure:**

All information related to clients and their families is confidential. A “Release Of Information” form must be signed by the client prior to any information being released about that client. No personal or identifying information shall be disclosed to any source by staff members. All client files and anecdotal notes will be stored in locked cabinets and maintained in a confidential manner.

All staff members, students, and volunteers must sign a “Client Confidentiality Form and Agency Confidentiality Form” prior to commencement of association with The Women’s Counselling Centre. Copies of these forms are attached.

Staff members, students and volunteers who do not comply with this policy will be disciplined and may be terminated from their association with The Women’s Counselling Centre.

**The Salvation Army**

**Women’s Counselling Centre**

## Confidentiality Policy

It is a matter of professional ethics, that the strictest confidentiality be maintained regarding any information obtained for and/or about the clients we serve. It is also essential that information pertaining to the business, administrative and financial situation of the Women’s Counselling Centre is also kept confidential. All employees, students, interns and volunteers of the Women’s Counselling Centre must not divulge any information concerning confidential material.

I understand that it is imperative that the confidentiality of our clients be maintained. I further understand that the identities of the Women’s Counselling Centre clients must not be disclosed to the media and/or general public.

Confidential Information Includes but is not limited to the following:

 **Client Information**

* Client File Contents and Information
* Client Identifying Information
* Client Treatment Details
* Details regarding Client’s Family Members

**Business and Agency Information**

* Contact Information for Staff, students, interns and volunteers
* Personal Information regarding Staff, Students, Interns and volunteers
* Minutes of Internal Meetings
* Business, Administrative and Financial Information regarding The Women’s Counselling Centre (In the spirit of collaboration, in some cases, exceptions to this clause may be made but only with the prior consent of the Director.)

I understand that other policies are in place governing the appropriate release of information to other professionals with signed consent, research and removal of files from the premises. I agree that my behaviour will be governed by those policies also.

I understand that anyone found to be in violation of this policy will be subject to appropriate disciplinary action.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**AGREEMENT**

I understand the above and agree to total confidentiality of Client, Business and Agency information pertaining to The Salvation Army Women’s Counselling Centre. I understand that a copy of this document will be kept in my personnel file.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Director Date

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# Consent / Refusal For Treatment

**Policy:**

It is the policy of the Women’s Counselling Centre to obtain the consent of all clients prior to any services being provided.

**Procedure:**

Prior to any services being provided, clients must sign the attached contract for service form.

This is normally signed during the first intake interview.

If a client is unwilling to agree to the terms of the contract, staff members should attempt to explain the rationale for the applicable part of the contract.

If the client is still unwilling to sign the contract for service, we are unable to provide service to that client and a referral to another agency should be offered.

A client has the right to drop out of our programs at any time.

**The Salvation Army-Women’s Counselling Centre**

## Contract for Service

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby consent and agree to work with

the staff of The Salvation Army Women’s Counselling Centre.

This contract is a flexible document which permits either party to make mutually agreed upon ongoing modifications or to renegotiate its terms. Either party is at liberty to terminate service at any time.

You need to be aware of the fact that addressing difficult issues in one’s life can temporarily cause some discomfort. The staff of The Women’s Counselling Centre will seek to reasonably and responsibly support and encourage you during this process. Please let us know if you have any concerns about this.

**Responsibilities of the Counselling Centre Staff**

You have a right to expect as much visual and auditory privacy as may reasonably be provided given the limitations of the current facilities. Please discuss any concerns you have in this regard with me.

Each session will be scheduled for one (1) hour unless otherwise prearranged. The last five (5) minutes of each scheduled session will be spent on setting subsequent appointments.

Up to 25 sessions of counselling will be provided. Under normal circumstances, you will be assigned a primary counsellor. However, there may be circumstances where a change of counsellor is necessary. If this occurs, we will discuss this with you.

Transition support (legal and court support, housing support, goal setting, case management and advocacy) will be provided on an as needed basis for a period of up to two years.

Throughout the year, we provide a variety of workshops and seminars on topics that are relevant to our client’s needs. We also provide psychotherapy groups.

We are ethically and legally bound to maintain confidentiality regarding material you have discussed in sessions. There are however, some exceptions that you need to be aware of **where information you have shared with a staff member can be released with/without your written permission. These are:**

* If we are concerned that you are at serious risk to harm yourself or others.
* If we are concerned that any child or a vulnerable person in your care is suffering injury due to abuse or neglect.
* In response to an official legal or court order / subpoena.
* If, you have asked a Staff member to correspond with another professional on your behalf. This will not be done without your signed consent.
* In response to litigation initiated by a client against a Staff Member.

In order to best serve our clients, our Staff Members participate in clinical supervision and case conference meetings. These meetings require that client information will be shared with other Staff Members and Supervisors as well as appropriate accrediting bodies. Confidentiality will be maintained.

**Fees For Services**

We provide 10 sessions of counselling free of charge to each client. After the 10 sessions are complete, we will assign a fee for the remaining 15 counselling sessions which will be based on our sliding fee scale. This scale is based on total family income and family size. The details of the applicable fees are available from your counsellor.

**No Show / Short Notice Cancellation Fees:** It is essential that we receive 24 hours’ notice of the cancellation of a session. Therefore there is a short notice / no show cancellation fee of $10 for each of the first 10 sessions and the regular session fee thereafter. The applicable session fee from our sliding fee scale will be charged to the client. We will not provide additional counselling sessions until the outstanding fee has been paid.

**Transition Support, Workshops and Psychotherapy Groups:** At the current time, there are no fees associated with these services.

**Responsibilities of the Client**

An effective service relationship is a “working-together” experience between client and staff member marked by openness, honesty and a commitment to change. I understand that it is important for me to participate as fully as possible in this process. As part of my active participation I agree to adhere to the following policies:

I agree to be prompt for my sessions. I understand, that if I arrive late for my appointment the session will still end at the appointed time.

I understand that, except for emergency circumstances, I am required to give 24 hours’ notice of the cancellation of a counselling appointment. I understand that short-notice cancellations or no show appointments will be subject to the applicable fees as outlined in the Fees for Services section of this document.

I agree not to be under the influence of alcohol, non-prescription drugs, or behaving in a threatening manner, at the time of service provision. I also agree not to have on my person alcohol, drugs or weapons.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Client Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Staff Member Date

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**Counselling**

**Policy:**

It is the policy of the Women’s Counselling Centre that we offer counselling and psychotherapy to women who have experienced abuse and who are living in Peel Region.

**Procedure:**

According to our mandate and contract, we provide services to women who have experienced domestic violence and other forms of abuse.

There are a variety of counselling and therapeutic modalities that are used. The decision regarding what specific modalities are used with any given client depends on 1) client needs and 2) staff qualifications. Below is a list of frequently used modalities:

Crisis Counselling

Spiritual Counselling

CBT

EMDR

Visualization

Family Systems

During the intake process, each client sets counselling goals for herself. The counselling sessions are then tailored to assist the client in progressing towards completion of her goals. It is understood that some goals are longer term goals and cannot be totally completed in the time frame that we work with the client.

The following are the general outcomes that are expected for our clients:

* Empowerment to make healthy choices
* Symptom management and improvement
* Ability to recognize abuse of various forms
* Tools to live an abuse free lifestyle
* Awareness of support services in the community

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# Counselling – 25 Session Limit

**Policy:**

It is the policy of the Women’s Counselling Centre that there will be a 25 session limit for counselling sessions.

**Procedure:**

In order to minimize wait times for clients requesting counselling, the Women’s Counselling Centre offers counselling in blocks of up to 25 sessions.

At the end of 25 sessions a client may request additional counselling. If she does so, she will be required to go back on the waiting list. When her name comes to the top of the list, she will be eligible for another block of 25 sessions normally with the same counsellor.

As well as assisting with our waiting list, the breaks between the 25 session blocks may be used as a time for the client to integrate what she has already learned in counselling and to practice her new skills. During the breaks between counselling, the client may continue to access our workshop program and receive transitional support.

If at the time of a scheduled 25 session break, the client is in crisis or the counsellor feels that a break would be detrimental to the client, exceptions may be made to this policy on a case by case basis. If a counsellor wishes to make an exception to the policy, she will speak to the Director and request an extension of sessions. The counsellor will then continue to offer the agreed upon sessions being mindful of the need to insert a break in counselling as soon as possible.

If at the end of a 25 session block of counselling, either the counsellor or the client believes that it would be helpful for the next block of counselling to be with another counsellor, this will be noted in the client file and when the client is eligible for the next block of counselling a new counsellor will be assigned. If this decision is made by the counsellor, the client must be told of this decision prior to going back on the waiting list.

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# Counselling Clients Who Are In A Shelter

**Policy:**

It is the policy of the Women’s Counselling Centre to continue to provide services to clients who are in a shelter if the client wishes to continue such involvement with the Women’s Counselling Centre.

**Procedure:**

From time to time, we provide service to clients who move into either a homeless or an abuse shelter.

As it is important for the client to have continued support and counselling during times of transition, when we are aware that a client is going to move into a shelter, we will offer to continue to provide counselling both while she is in the shelter and once she leaves the shelter.

It is understood that due to the geographic locations of the shelters in Peel Region, that it may not be feasible for a client to continue coming to the Women’s Counselling Centre. If this is the case, the client file may be suspended for the time that the client is in the shelter and reopened immediately upon the client’s discharge from the shelter. This will be discussed and handled individually with each client as necessary.

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# Counselling Interns

**Policy:**

The Women’s Counselling Centre provides limited internships to Master’s and Doctoral Level Counsellors in training.

**Procedure:**

The Women’s Counselling Centre provides internship opportunities for up to two Marriage and Family Therapists and Pastoral Counsellors in training.

These interns must have completed a Master’s Degree in a relevant field or be actively enrolled in one.

The interns must have completed or be enrolled in the Pastoral Counselling Education course offered through the Institute for Christian Studies a graduate degree program in Counselling or a related discipline.

Interns will carry a caseload of approximately 4 - 8 clients per week depending on their internship schedule. Interns must agree to be present for their scheduled days each week, even if their clients cancel.

Interns will be trained in how to do telephone intakes so that they can assist in that manner when needed. Interns may also be asked to assist with administrative or other duties as required. Interns will be supervised by the Director of Counselling Services.

Interns will receive no remuneration for the work they do on behalf of the Women’s Counselling Centre.

Interns are expected to read and follow the Policy and Procedure Manual of the Women’s Counselling Centre and the Volunteer Training Manual.

If an intern will not be present for a scheduled day she is responsible to notify the Director and her clients of her absence.

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# Decision Making

**Policy:**

It is the policy of the Women’s Counselling Centre that as much as possible, decisions about program will be made in either a staff meeting or with staff collaboration.

**Procedure:**

Where possible, decisions about program changes / additions / deletions and related policies will be made in either a formal staff meeting or an informal ad hoc staff gathering. The Director will as much as possible involve staff in key decision making. However, she is ultimately the one responsible for the program and therefore must be in agreement with decisions made.

There are some decisions that must be made by the Director. As necessary, the Director will consult with the Corps Officer, Area Commander or other DHQ staff. The Director is responsible to ensure that all decisions made fall within Salvation Army Policy and Procedures.

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# Director´s Role / Relationship With DHQ And THQ

**Policy:**

It is the policy of the Women’s Counselling Centre that the Director will function in her position in accordance with Salvation Army policy.

**Procedure:**

The Director of Counselling Services has been given the authority by Territorial and Divisional Headquarters to manage the program of the Women’s Counselling Centre.

All staff, students and volunteers of the Women’s Counselling Centre report to the Director of Counselling Services.

The Director of Counselling Services reports to the Area Commander GTA Corps Ministries at Divisional Headquarters and other Divisional staff for issues that require Divisional input.

All of the above mentioned relationships are clearly shown on the Organization Chart – a copy of which is attached.

As a ministry unit leader, the Director has the authority to manage spending and budget items up to the limits and in accordance with policies set by Divisional and Territorial Headquarters.

A significant portion of the annual budget of the WCC comes from the Salvation Army Red Shield appeal.

**Organization Chart**

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# Discharge Criteria and Process

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that we are serving our client’s best interests in our programs.

**Procedure:**

It is unhelpful to keep a client coming for service when she no longer needs it. This can result in fostering dependency and may be disempowering to the client. In service planning, staff members should be mindful of the need to terminate when the client no longer requires our services.

There are several reasons why a client may be discharged from our program:

* Client goals are met
* Client needs a break from counselling / transition support
* Client drops out
* Client regularly misses appointments
* Client is participating in a workshop which has concluded
* Client moves out of Peel Region
* Client requires specialized help from a different kind of program
* Client is unwilling to behave within the established guidelines of the Centre

It is inappropriate to discuss discharge with a client who is in crisis. Discharge discussion should be brought up by the staff member when the client is no longer in crisis and has shown progress in meeting the goals that she has set for herself.

For counselling clients who are receiving the full 25 sessions, the discharge process and form should begin to be used at approximately the 20th session, or earlier if appropriate, and completed by the end of the 25th session. For clients who do not require the full 25 sessions, the discharge process and form should be used approximately 3-5 sessions,

**Discharge Criteria and Process Policy Con’t**

or earlier if appropriate, before the end of the counselling relationship and completed by the final session.

As much as possible, staff members are to prepare their clients for discharge and termination of counselling. The topic of termination should not be a surprise to a client and should be discussed with them. It is ideal if the termination is by mutual agreement of the client and counsellor and is planned for.

It is understood that clients sometimes choose to terminate their relationship with us by simply not returning for appointments and not returning phone calls. In this case, it may not be possible to complete the entire discharge process and staff members should complete as much of the form as possible noting that the client has dropped out.

Counsellors may choose to taper sessions with clients seeing them less frequently for a period of time before termination.

For Clients who are receiving legal assistance and no other services from WCC – discharge planning will take place following the legal proceedings for which the client has requested support.

For Clients who are workshop participants only, discharge planning will be discussed at the end of the workshop or workshop(s) that the client participates in.

When a client file is terminated, the client should be told that if she wishes to return for more services, she is welcome to do so at a later date.

Where the reason for termination is client drop out or missing appointments, the staff member should make reasonable attempts to reschedule appointments. However, when a pattern of no shows exists, the staff member may choose to use a contract with the client that states that she agrees to regularly attend scheduled sessions or her file will be closed. When it is not possible to contact a client who has dropped out, the file will be closed.

Where the discharge is for behavioural reasons, the client will be clearly told the reason that she is being discharged from our program. She should also be told that when she is willing to behave within the guidelines of the Centre, she may return for service.

If referrals to other agencies / specialized programs are required, the staff member should make the appropriate referral before closing the file. In some cases a file may be left open if the specialized program is short term in nature and if the client is planning to return to WCC once their program is over.

In the case of a client entering a shelter for abused women, the WCC client file will either be suspended or remain open and active while the woman is in the shelter.

Counsellors should be careful that clients are not receiving counselling from too many sources at the same time as this can be very confusing for them.

**Discharge Criteria and Process Policy Con’t**

Staff members will complete a Discharge Summary when closing a client file. This form is included in the WISH Database. There is one for Counselling and one for Transition Support. Once completed, it should be printed from WISH and fastened in the client file on the left side of the folder.

Discharge Summaries must also be completed for people who are only attending workshops and not receiving any other services at WCC. However, the discharge summary will be completed when it becomes evident that the client has completed attending our workshop series and not at the end of each specific workshop.

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# Documentation

**Policy:**

It is the policy of the Women’s Counselling Centre to keep a documented record of the services provided (advocacy, referral, counselling) to our clients.

**Procedure:**

All file information is to be collected and written in a non-judgmental manner. This information will be stored in the WISH database.

All statements should be written in an objective, professional tone, particularly relating to sensitive matters.

All written information, letters etc. about a client that is generated by the agency and its service providers will be kept in the client file.

Third-party documents that have not been generated by the agency, and that have been given to the agency by the client for safekeeping (e.g. personal journals, passports, letters from other professionals), should not be kept in client’s file. These documents will put in an envelope, labelled with the client’s name and kept in the locked filing cabinet with the client file.

The Women’s Counselling Centre will not store money for clients.

In general third-party documents (such as letters from psychiatrists) that are addressed to the agency, and that have been obtained through proper process—(i.e. the client has signed a release of information that is specific to that document), will be read by the counsellor and returned to the client. This will ensure that in the case of subpoena, we don’t pass on information to the courts that a client might not want released.

Third-party information can be released only if the client wishes it, and provides formal (written) consent to do so.

**Documentation Policy Cont’d**

All entries should be made in descending chronological order with the most recent entry first followed by earlier entries.

Subsequent alterations or additions to client file notes should be made in the WISH database with the original entry left intact.

All information about clients must be entered in the WISH database.

All entries should be limited to issues that are relevant to the client’s needs and interventions which fall within agency mandate.

All entries should be recorded in a timely fashion.

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# Duty To Report Child Abuse and Neglect

**Policy:**

It is the policy of The Women’s Counselling Centre to comply with Bill 6 of the Child & Family Services Act and the section referred to as the Duty to Report.

**Procedure:**

All staff, volunteers, and students have a duty to report a child’s need for protection.

Where there are reasonable grounds to suspect that a child may be in need of protection (the complete list is included following this section), the person must immediately report her suspicions and the information on which it is based to a Children’s Aid Society. **The Duty to Report is a personal duty and cannot be delegated to another.**

**Duty to Report Requirements**

1. Section 72 (1) of the Child and Family Services Act places an expectation on professionals and the public to report a child’s need for protection:

“Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect that a child is in need of protection, the person shall forthwith report the suspicions and information on which it is based to a society.”

1. Section 72 (2) of the Child and Family Services Act places an expectation that professionals and the public have an ongoing duty to report a child’s need for protection:

“A person who has additional reasonable grounds to suspect one of the matters set out in subsection (1) shall make a further report under subsection (1) even if he or she had made previous reports with respect to the same child.”

**Duty To Report Child Abuse and Neglect Policy Con’t**

1. Section 72 (3) of the Child and Family Services Act places an expectation that professionals and the public report directly:

 “A person who has a duty to report a matter under subsection (1) or (2) shall make the report directly to the society and shall not rely on any other person to report on his or her behalf.”

The professional’s Duty to Report overrides the provisions of any other Provincial Statute specifically those provisions of other Statues that would otherwise prohibit disclosure by the professional. The only privilege not subject to reporting is that between a solicitor and his/her client.

What must be reported has been broadened to include “patterns of neglect”. The threshold for “emotional harm” has also been lowered from substantial risk to the risk that the child is likely to suffer emotional harm. The list of reportable grounds does not specifically include children who witness violence; however, the sections relating to neglect and emotional harm are important and staff working in the VAW area need to familiarize themselves with these sections. A copy of Section 72 (1) that describes what is abuse and reportable to the CAS is included on the server.

Failure to report is an offence under section 72 (4) of the Act. Any professional who fails to report his/her suspicion of a child’s need for protection is liable on conviction to a fine up to $1000.00. The agency will ensure all staff, volunteer, students and trainees are trained with regard to the agency’s policies and procedures pertaining to child protection reporting.

Where there is a difference of opinion, the professional with the “reasonable grounds to suspect” is responsible to report. This duty takes precedence over all other Agency policies.

**Agency Policy pertaining to Child Protection Reporting and Documentation**

1. Informing the Client
2. At the beginning of service all clients should be informed of the limits of confidentiality including the obligation to report suspected child protection concerns. If a client indicates to you that a child has been abused explore with the client specifically what she means by abuse. At the time of a suspected child protection matter, every reasonable effort should be made to discuss and fully inform the clients, with sensitivity, of the duty to report. This should be done, preferably, prior to reporting to the Children’s Aid Society. The required reporting of Child abuse does not require a signed release of information. But it is often helpful if the client is collaborating with the staff member in the reporting of abuse.
3. In instances where a prior consultation with a CAS agency may have taken place, the person reporting may be directed by the Society not to inform particular individuals where in the judgment of the Society it puts the child at risk and/or clouds an investigation.

**Duty To Report Child Abuse and Neglect Policy Cont’d**

1. Informing the Supervisor

After making a report to CAS, staff will inform their supervisor at the earliest possible time.

Volunteers and students should consult with the Director or another staff member before making a report to CAS. If notifying the Director or another counsellor delays informing CAS and puts a child at greater risk, CAS should be informed first.

1. When in Doubt

In all cases, where there is doubt or ambiguity, the Children’s Aid Society should be consulted***.***

1. Training

The agency will arrange training for current staff and ensure training for new staff is conducted focusing on the Duty to Reportsection of the Act.

1. Documentation

When a report to a Children’s Aid Society is made, information should be recorded in the client’s file. For example:

1. Name, age and date of birth
2. Nature and known details of the information
3. Name of identity of the alleged perpetrator
4. Response of the caregiver(s)
5. Assessment of current risk
6. Content and outcome of discussion with the client
7. Date and time of the report
8. Name of person reported to the Society and the relationship to the child
9. Name and telephone number of the CAS person who received the report
10. CAS response and follow-up to the report

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# Emergencies and Urgent Medical Care

**Policy:**

It is the policy of the Women’s Counselling Centre to seek assistance from the EMS services as needed.

**Procedure:**

When an emergency occurs, staff will call 9-1-1 for assistance as soon as possible. The 9-1-1 phone number is to be posted on all telephones in the Women’s Counselling Centre.

**What Happens When You Call 9-1-1?**

When you dial 9-1-1, your phone call is answered by a professionally trained Emergency Communicator who will connect you to Ambulance, Police or Fire.If you cannot speak or understand the communicator The 9-1-1 telephone system has an **Automatic Location Identification System** (ALI) and an Automatic Number Identification System (ANI), which tells the Emergency Communicator your address and telephone number as soon as you make your 9-1-1 call. This feature may not be available with some cell phones however processes are currently being put in place in order that communicators are able to locate calls from most cell phones with greater accuracy.

**When Using 9-1-1**

* Remain calm and speak clearly.
* Identify which emergency service you require. (Ambulance, Police or Fire). If the Emergency Communicator thinks you may need additional help, they will send the appropriate service.

Be prepared to answer the following questions:

* What is the problem?
* What is your location, address and closest major intersection?
* What is your name and telephone number?

**Do not hang up.** The Emergency Communicator will dispatch the emergency service you require and may ask you for more information.

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# Emergency On Call

**Policy:**

It is the policy of the Women’s Counselling Centre to maintain an up to date on call list.

**Procedure:**

The Director is normally on call for emergencies.

If the Director is absent and unreachable, staff may contact the Corps Officer or Area Commander or Social Services Department at Divisional Headquarters for advice.

For building related emergencies, the Administrative Assistant in the Corps office is the first point of contact. If the Corps office is not staffed, the Corps Officer may be consulted.

Emergency contact numbers for the Director, Divisional Headquarters and the Corps Officers are in the front of this binder.

**These numbers are strictly confidential and should not be given out to anyone.**

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# Fiduciary / Trustee Relationships

**Policy:**

It is the policy of the Women’s Counselling Centre that we do not enter into any Fiduciary or Trusteeship relationships with clients.

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# Food Served In The WCC

**Policy:**

It is the policy of the Women’s Counselling Centre that, generally speaking, food will not be served to clients at events / workshops.

**Procedure:**

As the WCC part of this building is not currently inspected by the Health Inspectors, Public Health rules dictate that we do not serve food to clients in the WCC. This rule exists for the protection of our clients and also serves as risk management for the Counselling Centre. Our “kitchen” is really deemed a lunch room since it does not have a stove where food is prepared. For this reason, we are not subject to Public Health Department inspections.

We do not ask or allow clients to bring in food to share with other clients at any time. This serves two purposes: 1) protection against food poisoning and food allergy reactions for which we would be responsible. 2) Many of our clients are on low income and cannot afford to provide food for other people. A client might feel uncomfortable if other clients bring food (eg a potluck event) and she cannot afford to do so.

If there is a celebration happening (eg the end of a cycle of workshops), timbits, donuts or muffins may be purchased by the WCC and made available to clients during the events. Staff who purchase such items, will be reimbursed by the WCC as long as they have a receipt. Junk food (eg. chips, popcorn etc) may also be purchased and served. We are able to make tea and coffee but care should be taken when consuming this in a carpeted area due to the risk of damaging the carpet.

An exception to the above will be our Client Christmas party event. The food for this event will be either prepared by a Food Handler certified cook or the food preparation will be supervised by such a person. The food will be served from the main corps kitchen. The main Corps kitchen is inspected by the Public Health Department, three times a year and thus is deemed an appropriate and safe place for food to be prepared and served. Clients attending the event will have access to a list of food ingredients in any food that is served. In this way, they can assure that they are not consuming something that they are sensitive or allergic to.

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# French Language Service

**Policy:**

It is the policy of the Women’s Counselling Centre to comply with the French Language Services Act as much as we are reasonably able to do.

**Procedure:**

Peel Region is one of the areas covered by the French Languages Services Act. This act requires that Francophones are not limited in accessing service in this Region. Care has been taken to ensure that French Language Information is available to clients. We have a series of French Language legal information brochures on display in the waiting area of our Centre. Our door signage is bilingual. There is also a sign regarding French Language Service.

There is an information board on the wall beside the workshop room with French service information. This board will be kept up to date as new services in French emerge.

Clients requesting service in French should be serviced by our French Speaking therapist where possible. At their request, clients may also be served by an English speaking therapist at the Women’s Counselling Centre with the assistance of a translator.

Each year, we set goals and report to the Ministry Of Community and Services what we are intending to do in the next year regarding French Language Service.

When hiring staff in the future, consideration will be given to hiring a bilingual counsellor.

As per an MCSS requirement, the Director is responsible to notify both the English and French speaking provincial assaulted women’s helplines if there are significant changes to the programs that we offer. (ie closing a program or starting a new program)

**Answering The Phone - Bilingual**

Add **“Bonjour”** to what is said when you answer the phone.

**French Language Service Policy Cont’d**

If the caller begins speaking French, say **“un moment s’il vous plait”** and then transfer the caller to our French speaking staff member. She has a bilingual message on her voicemail.

If the woman needs assistance immediately and there is no French speaking staff member available to assist, a conference call with Femaide can be set up. The instructions are as follows: (Note there must be a second phone line available to do this.)

* While on the first call, press “conference” (one of the buttons at the top of the phone)
* You will hear a dial tone
* Dial the second number (for external dial 9 before the number)
* Press Add (one of the buttons at the top of the phone)
* Press Begin (one of the buttons at the top of the phone)

**Intake, Counselling and Transition Support Processes**

During intake for Counselling and Transition Support all clients will be asked if they prefer services in French. For example:

|  |  |
| --- | --- |
| Would you prefer to receive services in French? Yes No | Préférez-vous recevoir des services en français? Oui Non |

The following statement regarding Services Provided In French By Other Agencies may

be shared with women requesting services in French:

Français

Des services en français sont disponibles auprès de nos partenaires, OASIS centre des femmes et La Maison d’Hébergement et Catholic Family Services pour femmes francophone. Si vous désirez obtenir des services en français, demandez-nous de vous référer à nos partenaires ou, appelez la ligne FEM’AIDE au 1-877-336-2433.

English Translation

Services in French are offered by our partners OASIS centre des femmes and La Maison d’Hébergement and Catholic Family Services for Francophone women/French speaking women. If you wish to have services in French tell us and we will refer you to our partners or call the FEM’AIDE line at 1-877-226-2433

**French Language Referral Phone Numbers**

* OASIS Centre Des Femmes (905) 454-3332 (Brampton Office – Transition Support and short term counselling)
* La Maison d’Hébergement (647) 777-6433 (Francophone Shelter in Scarborough with 24 hour Francophone staff)
* FEMAIDE - 1-877-336-2433 (24 hour Francophone helpline)
* Catholic Family Services 905-450-1608 ext 169 (Counselling Agency with French Speaking Counsellor

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# Illiteracy

**Policy:**

It is the policy of the Women’s Counselling Centre that clients with a literacy handicap be given applicable assistance.

**Procedure:**

Staff will read forms / guidelines and any other documents to clients with literacy needs.

Sensitivity must be used to determine each individual client’s level of literacy and consistently provide support as guided by the client.

Upon request from the client, staff can assist in writing notes/letters, etc. on behalf of the client and this must be done in the client’s words.

Interpretation services will be offered for all non-English speaking clients through our arrangement with Multilingual Community Interpreter Services.

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# Individual Program Plan

**Policy:**

It is the policy of the Women’s Counselling Centre that an Individual Program Plan will be completed for each client.

**Procedure:**

Staff members completing Intakes with new clients are engaged in the process of assessing both the needs and strengths of the woman.

Clients participate in this assessment and in the goal setting for the counselling or transition support processes.

Upon the completion of the intake process which should take no more than 3 sessions, staff members will complete an Individual Program Plan form for each new client. This form will be completed in the WISH database and then printed and attached to the client file. The information that becomes part of the Individual Program Plan will all come from the Intake process and goals of the client and will form a summary of information gained in the intake process.

The staff member will then tailor the treatment plan to be consistent with the Individual Program Plan that has been established.

If as part of the regular, 3 month goal assessment, some aspect of the Individual Program Plan must be changed, the staff member will prepare a new form with the up to date information.

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# Intake Admission and Exclusion Criteria

**Policy:**

It is the policy of the Women’s Counselling Centre that we work within our mandate and mission statement when accepting or refusing clients into our programs.

**Procedure:**

The intake criteria for WCC programs that must be met are:

* Women 16 years of age or older
* Living in Peel Region
* History of abuse of any kind past or present
* Not on our list of alleged abusers

It is rare that we must exclude a woman from our programs but there are some reasons why we might be required to do so. These reasons are:

* Person exhibiting violent behaviour
* Person unwilling to refrain from the use of illegal drugs and alcohol while in WCC
* Person whose behaviour may be disruptive to other clients
* Person who has not experienced abuse

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# Intake Process

**Policy:**

It is the policy of the Women’s Counselling Centre to complete a thorough intake assessment with each client.

**Procedure:**

The intake process consists of two steps:

1. Telephone Intake. This will be completed using the WISH database. Once completed in WISH, the Waiting List Form (form attached) should be completed and put in the Waiting List Folder. It is not necessary to write detailed notes on the form as the information is in WISH.
2. In Person Intake Interview with staff member (form attached). This form will be completed in the WISH database and not on paper for intakes completed in our office. However, if an intake is completed offsite, this form should be completed in writing and then the information transferred to the WISH database once the staff member returns to the office.

All clients must complete an initial assessment either over the telephone or in person to assess eligibility for services.

Eligibility for services is based on our service criteria:

* Women 16 years of age and older
* Living in Peel Region
* Have experienced abuse past or present

When a waiting list exists, the client will be placed on the waiting list and will complete the face to face intake when a staff member is available to see her.

**Intake Process Policy Cont’d**

If deemed eligible for services, all clients must meet with a staff member to complete the intake process and to ensure that all information is accurate and to assist a woman in identifying her needs and goals.

As part of the phone intake process and also before the face to face intake session, staff will check to ensure that the prospective client is not listed on our list of identified abusers.

During the intake process the staff member will fully explain the service guidelines.

The staff member will review the Contract for Services form and the woman will be required to sign the form. Clients will also be asked to sign our Consent to Collect Use and Disclose Personal Information form. See the Privacy Policy for more information about this.

Women who are connected with other agencies, social workers or health care professionals will be asked to sign release of information form(s) in order for our staff members to better serve and support the woman with her needs.

## Women’s Counselling Centre Waiting List Form

|  |  |  |  |
| --- | --- | --- | --- |
| **Client Name**  | **WISH File #** | **DOB** | **Date**  |
| **Safety Plan Discussed****Yes or No** | **Safe Email Address** | **Appropriate for Services****Yes or No** |
|  **Address Including Postal Code** | **Safe Phone Number** |  |
|  | **Safe Phone Number** |  |

**Services Required:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Counselling** |  | **Legal/Court Support** |  | **Information** |
|  | **Housing Application** |  | **Transition Support** |  | **Other:** |
|  | **Workshops/Groups** |  | **Spiritual Care** |  |  |

|  |  |
| --- | --- |
|   | **Numbers of Other Agencies Given To Client** |
|   | **Peel Family Shelter 905-272-7061** |   |
|   | **Family Life Resource Centre 905-451-4115** |   |
|   | **Interim Place 905-403-0864 or 905-676-8515** |
|   | **Mobile Crisis Line (Mental Health) 905-278-9036** |
|   | **Distress Crisis Line Peel (Mental Health) 905-278-7208** |
|   | **Police – Non Emergency 905-453-3311** |   |
|   | **HEAL Network – Children 905-450-1608 x119** |
|   | **Peel Children’s Centre 905-795-3500** |   |
|   | **Catholic Family Services 905-897-1644 (Miss.) or 905-450-1608 (Brampton)** |
|   | **SA Erin Mills Family Services 905-607-2151** |
|   | **SA Mississauga Temple Family Services 905-279-2526** |
|   | **SA Brampton Family Services 905-451-8840** |
|   | **SA Cornerstone (Meadowvale) Family Services 905-824-0450 x22** |
|   | **Ontario Works in Peel 905-793-9200** |   |
|   | **ODSP 905-805-3100** | **Intake Completed By:** |
|   | **Legal Aid Office 905-453-1723** |   |
|   | **Immigration Office 1-888-242-2100** |   |
|   | **Safe Centre Of Peel (905) 450-4650** |   |
|   | **Family Service of Peel 905-270-2250**  | **Date of Intake Appointment:** |
|   | **Oasis (905) 454-3332**  |   |
|   | **Femaide 1-877-336-2433**  |   |
|   | **La Maison (647) 777-6433**  |   |

**Notes:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**The Salvation Army**

**Women’s Counselling Centre**

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| Date Created: | August 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Legal Aid 2 Hour Advice Certificates

**Policy:**

It is the policy of the Women’s Counselling Centre to provide Legal Aid Advice Certificates to Women who qualify and are in need of this assistance.

**Procedure:**

The Legal Aid Office provides Emergency Two Hour Legal Advice Certificates to people who meet their financial qualifications.

If a client needs Legal Advice and needs that advice prior to her being able to get to a Legal Aid Office to make formal application for assistance, staff may issue a two hour legal advice certificate.

The certificates are valid for Family Law and Immigration Law. These certificates are for advice only.

A client may be provided two separate certificates if she requires advice in both of these areas.

The staff member must ensure that the client meets the financial requirements before providing a certificate and only give certificates for those clients who qualify. The financial requirements change periodically. Therefore staff should ensure that they have the most up to date information by visiting Legal Aid of Ontario’s website.

The staff member will provide the client with a list of Lawyers in Peel Region who are participating in this program.

As staff members are registered with the Legal Aid Office, interns and students may not issue these certificates. If a certificate is required for an intern or student’s clients, the counsellor must have a staff member issue the certificate.

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# Legal Support

**Policy:**

It is the policy of the Women’s Counselling Centre to provide information and resources to women with regards to legal issues. Since staff members at the Women’s Counselling Centre are not lawyers, they will not give out any legal advice that goes beyond their knowledge of the legal rights of clients.

**Procedure:**

Legal information and resources will be given to women who access the Centre either over the telephone, attend THSP appointments, attend workshops or who are receiving ongoing counselling.

If a lawyer is required, clients will be given lawyer referral services numbers, lawyer referral list, and Family Law Information Center information. (FLIC). If calling over the telephone, a woman may be given 3 or 4 names of lawyers on the list.

 .

Women who require more specific legal information will be offered a “Free Lawyers Consultation Form to meet with a lawyer” if they meet the financial requirements of that program.

The Salvation Army Women’s Counselling staff and volunteers will not refer to any particular lawyer.

Clients should be informed of our legal obligation not to refer to any particular lawyer.

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# List of Abusers

**Policy:**

It is the policy of the Women’s Counselling Centre to do everything possible to ensure the safety of our clients while they are at the Women’s Counselling Centre.

**Procedure:**

During the course of a client participating in the programs offered at the Women’s Counselling Centre, she will be asked to disclose the names of her alleged abusers. It is understood that sometimes a person may have been abused by someone they did not know.

Most often this disclosure happens during the intake, counselling and transition support programs but can also happen during other programs.

When a staff member becomes aware of a disclosure of a female alleged abuser, they must ensure that the alleged abuser is listed in WISH. Any staff member wanting to search to see if a potential client has been listed as another client’s abuser can do an Abuser Search in WISH. This is done by selecting the Misc Entry Menu and then selecting “Abuser Search”. On the screen that pops up, the staff member can search by either Last Name or First name. It is understood that for legal reasons, a person’s name on this list does not necessarily indicate that the person is an abuser but only that our client considers that person to be an abuser. This process will be used to ensure as best we can that we do not have both a victim and her abuser in our programs at the same time. If this occurs the person who seeks our assistance second will be referred elsewhere for services.

We understand that most of our clients were abused by men and therefore most abusers will not be seeking assistance from us. However, some clients have been abused by same sex family members and same sex partners and in these cases; it is possible that an abuser may seek assistance from our Centre.

It is understood that this is not a fool proof method of ensuring that we don’t allow an identified abuser into our programs along with their victim but it is a reasonable measure that we can take to lessen the possibility of this happening.

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# Medication

**Policy:**

It is the policy of the Women’s Counselling Centre that we do not dispense medication of any kind.

**Procedure:**

No medication of any kind will be kept on the premises at the Women’s Counselling Centre.

No staff member, student or volunteer will administer medication of any kind to a client.

An exception to this policy would be a client having a severe allergic reaction and being unable to use her own EpiPen. In this case, staff may assist with the administration of the client’s EpiPen according to the training provided in their First Aid training.

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# Men In The Counselling Centre

**Policy:**

It is the policy of the Women’s Counselling Centre that we be careful when allowing men into the Centre putting our client’s needs first.

**Procedure:**

For the most part, there will normally be only women in the Women’s Counselling Centre.

However, there are times when men may be admitted to the facility. These include but are not limited to:

* Repair Technicians
* Delivery Men
* Visits of SA Officials
* Meetings with people from other agencies / settings
* Supervision Meetings

The needs of our clients must come first. Where possible it is prudent to schedule appointments involving men when there are not going to be clients in the Centre.

When this is not possible, the staff member bringing a man into the facility should notify the other staff members who may be seeing clients at the same time. This way the staff member can prepare her clients and tell them why a man is in the facility.

When a staff member knows in advance that there will be a man in the facility, she should be sensitive to the scheduling of clients during that time.

There are other options that may be considered when appropriate:

* Seeing men in the workshop room rather than in a counselling office
* Seeing men in a different part of the building

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# Non Compliance

**Policy:**

It is the policy of the Women’s Counselling Centre that clients who are non-compliant with our program requirements may be discharged from our programs.

**Procedures:**

As we are not a residential program, there are very few program requirements with which a client could be non-compliant.

Upon intake, clients are clearly told their responsibilities while in our programs. They sign consent for treatment forms indicating their willingness to abide by the guidelines of the program. Upon admission to a workshop, clients are clearly told their responsibilities and the ground rules of the workshop and agree to abide by those guidelines and responsibilities.

If a client is non-compliant with a program responsibility, staff will make every effort to speak to the individual involved about her non-compliance in order to assist the client to bring about change.

If a client refuses to be compliant after having the area of non-compliance brought to her attention, she will be discharged from the workshop or program.

If a client engages in behaviour while in the Centre which poses a danger to herself, other clients, staff, students or volunteers, she will be asked to leave the Centre immediately and will be discharged from our programs.

When clients miss appointments, staff members will make every reasonable effort to reschedule appointments. If clients continue to miss sessions, staff members should tell the client that if she continues to miss sessions her file will be closed. An informal written contract between client and staff member can be used if it would be helpful. If clients continue to miss sessions, the client’s file will be closed. The client may come back to the Centre for service in the future but if there is a waiting list, they will be placed on it. A returning client will be told that missing sessions will be grounds for the file to be closed.

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# Non-Violent Crisis Intervention

**Policy:**

It is the policy of the Women’s Counselling Centre that staff will be trained in Non-Violent

Crisis Intervention.

**Procedure:**

The Women’s Counselling Centre will arrange for the training of all staff in Non-Violent Crisis Intervention.

This training will be renewed periodically as needed.

When dealing with clients whose behaviour is aggressive / violent / abusive, staff will use the principles taught in the training which has been provided.

Behaviour which is aggressive / violent / abusive is grounds for a client to be discharged from our program.

If a staff member engages in aggressive / violent / abusive behaviour, this will result in progressive discipline taking place.

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| Authority: | Director |

# Orientation – New Employees

**Policy:**

It is the policy of the Women’s Counselling Centre to provide new employees with a thorough orientation to The Salvation Army, The Women’s Counselling Centre and to their new position.

**The Purpose:**

1. To assist new employees to become comfortable in their new environment.
2. To familiarize new employees with the general services/programs, policy and procedures, and philosophy of The Salvation Army facility employing them.
3. To provide new employees with specifics regarding the function and operations of their position/unit so they may meet required standards of performance.

**Procedure:**

A general orientation should be provided during the first few days of employment and should cover at least the following:

1. Welcome by Director

2. Elaboration of Mission Statements (territorial and facility)

3. Review of Human Resources Policies and Procedures

a. Employee Handbook

b. Group Insurance Benefit Booklet (provided by DHQ)

c. Workplace Harassment, Discrimination and Violence Prevention (personal copy to be provided)

d. Territorial Abuse Policy (personal copy to be provided)

e. Code of Conduct / Code Of Ethics

f. Territorial Whistleblower Policy

g. Accessible Customer Service Policy

h. Other policies, such as:

(i) Emergency and Procedures

(ii) Occupational Health and Safety (includes Infectious Diseases and WHMIS)

 (iii)Spiritual Care Services

 (iv)Security

**Orientation – New Employees Policy Cont’d**

(v) Confidentiality

 (vi) Non-Fraternization

 (vii) Duty To Report Child Abuse

4. Securing payroll information (if not provided earlier)

5. Review of Job Description - Objectives and Operation of Job

6. Tour of Facilities, including introduction to the Corps Officers, other staff

and volunteers.

7. Review of Operating Policies and Procedures and Volunteer Handbook and other

 relevant documentation.

The Director is responsible for ensuring that the orientation process happens but she may delegate some sections to other experienced staff.

The new employee will be required to complete and sign the orientation checklist and a copy of the completed checklist will be placed in the employees Personnel file. As our Policy and Procedure Manual is extensive, it will take some time before new employees will have completely read the Manual. Since new employees are required to sign off on having read the manual, it is understood that while most of the orientation will take place during the first few days reading the manual will take longer. For that reason, the entire orientation checklist may not be complete for a few weeks after employment.

A copy of the checklist is attached.

## Orientation Checklist

\_\_\_\_ Welcome by Director, Tour of Building and Introduction to Other Staff, Keys Received

\_\_\_\_ Introduction To The Salvation Army including Mission and Value Statements, Program and Program Goals - Explained, Received and Signed

\_\_\_\_ Organizational Chart Received

\_\_\_\_ Securing Payroll Information

\_\_\_\_ Employee Handbook Received

\_\_\_\_ Position Description Received, Explained and Signed (incl Specialized Competencies required)

\_\_\_\_ Review of Main Aspects of Job Position

\_\_\_\_ Health and Safety Procedures and Legislation (incl Emerg Prep, Fire Safety, First Aid Training and NCVI)

\_\_\_\_ Health and Safety Manual read and explained (Incl WHMIS)

\_\_\_\_ Policy and Procedure Manual Read and Questions Answered

\_\_\_\_ Volunteer Manual Read and Questions Answered

\_\_\_\_ Territorial Abuse Policy and the Territorial Abuse Prevention Manual Received and Explained – Online Abuse prevention training completed

\_\_\_\_ SA Position Statements Received and Explained

\_\_\_\_ Workplace Harassment, Discrimination and Violence Prevention Policy Received and Explained

\_\_\_\_ Code of Conduct and Code of Ethics Received and Explained and Signed

\_\_\_\_ Spiritual Care Services Handout Received

\_\_\_\_ Accessible Customer Service Policy received, explained and signed

\_\_\_\_ Territorial Whistleblower Policy Received and explained

\_\_\_\_ WISH Database Training

I have received the above orientation to the Women’s Counselling Centre. I understand that this signed checklist will be placed in my personnel file.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Employee Name Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Director Date

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# Paper Shredding

**Policy:**

It is the policy of the Women’s Counselling Centre to, as much as possible, safeguard the privacy and confidentiality of our clients.

**Procedure:**

Papers containing client’s personal information are to be shredded.

Client files will be retained according to documentation policy.

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# Photographs

**Policy:**

It is the policy of the Women’s Counselling Centre to, as much as possible, safeguard the confidentiality of our clients.

**Procedure:**

Photographs of clients are not normally taken in the Women’s Counselling Centre.

Photographs of special events may be taken as long as any client who is identifiable in the photograph is willing that her picture be taken and has signed a consent form. In general, we will try not to photograph clients unless absolutely necessary.

Clients will be informed as to the purpose of the picture.

No pictures of clients will be posted online.

The names of clients will not be listed in any document along with a picture.

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| Authority: | Director |

# Privacy – Collection of Information

**Policy**:

The Salvation Army is committed to protecting the privacy of its customers, clients, volunteers, employees, supporters and members, and has always been concerned with treating personal information carefully and with appropriate confidentiality.

The Salvation Army carries on a wide variety of activities across Canada. In carrying out these activities, The Salvation Army collects, uses and discloses personal information for a variety of purposes. The Salvation Army’s use of information is governed by this privacy policy.

***Obtaining consent***

The Salvation Army will use an appropriate form of consent to collect, use or disclose information. The Salvation Army will not deny services to anyone because they refuse to consent to the collection, use or disclosure of personal information, unless there is a legitimate reason for requiring this consent.

***Using personal information for reasonable purposes***

Personal information will only be used for specifically identified or reasonable purposes.Only individuals within the Salvation Army structure with valid reasons will have access to your personal information*.* The Salvation Army will limit its collection, use and disclosure of personal information to what is required to effectively deliver its services.

***Accountability***

The Salvation Army will protect personal information by using security safeguards appropriate to the sensitivity of the information and by treating all personal information confidentially. The Salvation Army will ensure that personal information will be as accurate, complete and up-to-date as possible. Upon request, and where appropriate, individuals will be given access to their personal information, and any demonstrated inaccuracy or incompleteness will be amended.

***Privacy Officers***

Inquiries, complaints or concerns about personal information within The Salvation Army should first be addressed to the program in question. The Privacy Officer of that institution will be the Executive Officer of that site. Inquiries for the Chief Privacy Officer of The Salvation Army in Canada should be sent to the Chief Secretary’s Office. If an institution cannot provide sufficient information, or for corporate inquiries, simply contact us at the address below:

Chief Privacy Officer

The Salvation Army

2 Overlea Blvd

Toronto, Ontario, M4H 1P4

**Procedure:**

Staff members will be familiar with the Salvation Army Privacy Manual which is stored on our server.

As part of the intake process, but before collecting any personal information, all staff members will explain to clients the reason that we collect personal information about them.

Staff members will explain to clients that we will ensure that we only collect the information that we need in order to assist them and that we will keep confidential all information provided to us unless there is a legal reason to disclose that information.

Staff members will inform clients that their personal information will only be used for the reasons stated.

Staff members will request that the client sign the attached “Consent to Collect, Use and Disclose personal Information” form and place that form in the client’s file.

No client will be denied service if they refuse to provide personal information.

## Consent To Collect, Use And Disclose Personal Information

In keeping with Federal and Provincial legislation, we are required to obtain consent from clients prior to obtaining personal information about them. We will only collect the personal information that is required for the purpose of providing counselling, transitional support, legal support, psychoeducation or spiritual care to you.

All information collected will be held in the strictest confidence, in a locked cabinet and will only be disclosed to another party with your consent. The only exception to this is where there is a legal requirement to disclose information.

In accordance with our policy, your personal information will be retained for ten years. After ten years, your client file will be shredded and disposed of.

You have the right to request to view your client file at any time. Such requests must be made in writing to the Director. Normally access to your file will be readily given to you unless there is a legal reason for not doing so. You will however, not be given access to information in your file that came from a third party or outside source.

You will not be denied service if you refuse to give permission for the collection of personal information.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ give permission to The Salvation Army

to collect the following personal information about me:

Personal identifying information, contact information, medical, psychiatric, personal and spiritual history, information about my abuser(s), income source, previous counselling history, relationship information, information about your family, immigration status, information regarding pending court matters, information about other professionals involved in your care, personal safety plan, personal risk assessment, counselling and transition goals. In addition to the above, there may be other case specific relevant personal information that may become necessary to collect during the course of service.

and to use it for the following purposes:

Assessment of client needs

Provision of Counselling Provision of Transitional Support

Provision of Legal Support Provision of Psychoeducation

Provision of Spiritual Care

Signed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witnessed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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# Process For Assessment / Program Evaluation

**Policy:**

It is the policy of the Women’s Counselling Centre to regularly engage in assessment and evaluation of all its programs and services. Clients will be asked to participate in this process.

**Procedure:**

The Women’s Counselling Centre services and workshops are evaluated in the following ways:

* Workshop evaluation forms- All workshops have an evaluation form for the clients to complete at the beginning and at the end of the workshop. See the Workshop Evaluation Policy for more information.
* The Ministry of Community and Social Services has a “Client Satisfaction Survey”. See the policy in this section for more details of the Client Satisfaction Survey.
* Verbal feedback is always encouraged and noted from the clients.
* The attached “Client Feedback” form is another measure for evaluating the program.
* Depending on the nature of the feedback or suggestions that are received, The Director follows up in one of two ways:
	+ 1) If the suggestion / feedback is regarding a specific staff member, the Director discusses that feedback with the appropriate staff member and possible resolutions are discussed.
	+ 2) If the suggestion / feedback is regarding a program, the suggestions are brought to a staff meeting to be discussed by the entire staff.
* If a client’s feedback warrants a change in program or policy, the feedback will be evaluated and appropriate changes will be developed and implemented by the Director and Program Staff.
* If a client giving feedback indicates on the form that she would like a response to her suggestion from the Director, the Director will follow up with the client, once the feedback has been considered and a response formulated.

##  Client Feedback Form

At the Women’s Counselling Centre, we value your input into our programs. We are continually working to improve the services that we offer. As one of our clients / workshop participants, you are an important source of information for us. If you have feedback that you would like to give us, please complete the following and place it in the box provided or give it to a staff member.

Which type of feedback are you giving us (please check one)

\_\_\_\_\_ Compliment \_\_\_\_\_ Complaint \_\_\_\_\_ Suggestion

What would you like to tell us? (use back of page if more space is needed)

What would you like to see done as a result of your feedback?

Do you want a response from the Director regarding your feedback? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, please provide your contact information below:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is it ok to leave a message \_\_\_ yes \_\_\_\_ no

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# Program Completion / Non-Completion

**Policy:**

It is the policy of the Women’s Counselling Centre to encourage client’s to complete the programs that they have been admitted to.

**Procedure:**

The following are the guidelines regarding completion for our Programs:

Legal Support Program

* Completion of the applicable legal process

Counselling and Transitional Support Program

* Identification of SMART Goals
* Evidence of a solid Safety Plan
* Woman Is no longer in crisis
* Shows significant progress towards the achievement of her set goals

Workshop Program

* Workshops are open for the first two sessions. Once the workshop has closed (3rd session), participants must not miss more than one remaining session
* Participate actively in the workshop sessions as much as she is able

A client completing each workshop receives a certificate of completion.

The following are the criteria which we identify as non-completion:

* Client drops out from counselling or workshop participation
* Client refuses to set SMART goals
* Client not showing any progress towards her goals
* Client discharged for behavioural reasons

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# Program Participation

**Policy:**

It is the mandate of the Women’s Counselling Centre to provide counselling, advocacy, education and legal support for women 16 years of age and over who live in Peel Region and who have experienced any form of abuse.

**Procedure:**

Length of service provision will be determined by the needs identified by the woman and the staff member together.

A pattern of lack of participation, without notification, may result in the file being closed. This decision will be made by the staff member on a case by case basis.

Should a client whose file was closed due to lack of participation wish to re-open her case, she may do so on the understanding that she will be a regular participant in the applicable programs of the Women’s Counselling Centre.

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# Quarantine

**Policy:**

It is the policy of the Women’s Counselling Centre to do our part to preserve the health of clients, staff, students and volunteers and stop the spread of disease.

**Procedure:**

As we are not a residential facility, it is unlikely that we would ever be quarantined. However, we may be located in an area where a larger scale quarantine is in place (eg SARS outbreak). In these cases, we will comply with the Ministry of Health guidelines that are announced at the time and this may include the temporary closing of our facility.

In the case of an epidemic or pandemic, we will follow the Ministry of Health guidelines and may either cancel some of our programs or close the facility completely. See the WCC Pandemic Plan for more details.

In the case of an influenza or illness epidemic not requiring the closing of the facility, we will ensure that clients are aware of the symptoms of the applicable disease. We will ask clients who have any of the listed symptoms to stay home and not come to sessions or workshops. Staff members will provide telephone sessions and support to these clients where necessary.

Staff members showing symptoms of an epidemic or pandemic illness are to be asked to stay home and reschedule appointments.

As our facility is not a 24 hour facility that must remain open, staff may be asked to volunteer their services elsewhere during a time of emergency. Participation in this is voluntary.

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# Program Plan - Description

**Policy:**

It is the policy of the Women’s Counselling Centre to have a written Program Plan which is reviewed regularly.

**Procedure:**

At theWomen’s Counselling Centre, we offer individual counselling and transition support to women living in Peel Region and who have experienced abuse. All of our services are offered using a holistic model. All of our services are offered within an anti-oppression / anti-racism framework. Our services include: individual counselling, psychotherapy groups, psychoeducational workshops, transitional housing support, legal support and advocacy.

It is the responsibility of the Director to develop and maintain a written Program Plan that contains much more detail and description of our Program. A copy of the current Program Plan is available on the server and a Volunteer may access a copy of this through any staff member.

The Director is also responsible to ensure that this Program Plan is reviewed annually, dated accordingly and that the document is kept up to date.

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# Referral To Other Agencies

**Policy:**

It is the policy of the Women’s Counselling Centre to provide referral to other programs when such would be beneficial to our clients.

**Procedure:**

Clients may request and/or staff members may suggest referral to programs outside the agency.

Clients must agree to such referrals when made at the suggestion of the staff member.

If the program we are referring to requires a formal agency referral, the staff member will make the referral. These referrals will then be entered in the WISH database.

If the program being referred to requires a self-referral, the staff member can provide the client with the appropriate information, and if requested by the client, can offer support in the referral process (e.g. offering the client the opportunity to make the call from the staff member’s office with the staff member present, etc.).

It is the responsibility of all staff working at The Salvation Army Women’s Counselling Centre (WCC) to be familiar and current with the programs available in Peel Region for our clientele.

Clients may be referred by WCC to other services. Clients may also be involved with other services (e.g., counseling, child protection, legal, health, or mental health systems) prior to being a client at WCC. Whenever the staff member is aware of multiple service involvement, she will discuss with the client the potential risks and therapeutic benefits and the desirability for the client of a unified service delivery plan.

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# Referral To The Women’s Counselling Centre

**Policy:**

It is the policy of the Women’s Counselling Centre that referrals for service for women requiring counseling and support around issues of Family Violence will be assigned to a counsellor as soon as possible.

**Procedure:**

Referrals to The Salvation Army Women’s Counselling Centre are done in one of three ways:

 1) by workers from other community organizations

 2) self referral

 3) from the Central Intake Line

Referrals from the Central Intake Line will be received on their standard form. Other agencies may use their own standard referral forms.

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# Relationship With The Erin Mills Corps

**Policy:**

It is the policy of the Women’s Counselling Centre to maintain a collegial relationship with the Erin Mills Corps.

**Procedure:**

The Women’s Counselling Centre is a ministry of the Erin Mills Corps.

We share space in the Erin Mills Corps Building and contribute financially to the overall expenses of the operation of the building.

Periodically, there are program partnerships which exist between the Corps and the Counselling Centre.

The cleaning of the Women’s Counselling Centre is performed by the custodian of the Erin Mills Corps.

The Director of Counselling Services maintains a communication and peer relationship with the Corps Officer(s) of the Erin Mills Corps.

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# Relationship With MCSS

**Policy:**

It is the policy of the Women’s Counselling Centre to maintain a positive relationship with our funders.

**Procedure:**

A significant portion of our annual budget funding comes through a contract that we hold with the Ministry of Community and Social Services. We are a transfer payment agency of this ministry and as such we are accountable to provide contracted services to the women of Peel Region.

The Director of Counselling Services is responsible to report not only within Salvation Army channels but also to the Program Supervisor at the Ministry of Community and Social Services. Some of this reporting happens via Divisional Headquarters and some of it happens directly with MCSS with the knowledge of DHQ.

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# Release Of Information

**Policy:**

It is the policy of the Women’s Counselling Centre that information regarding a client will not be released unless the client has signed a Consent To Release Information Form.

**Procedure:**

All information requested by The Salvation Army Women’s Counselling Centre staff or an external agency/professional regarding a past or present client must be accompanied by a “Consent to Release Information Form”.

Information will only be released to those agencies/professionals identified on the form.

All parties indicated on the form must sign the form.

Request for release of information by Centre Staff must include an expiry date.

Extenuating circumstances must be referred to supervisor or designate.

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# Removal Of Client Files

**Policy:**

It is the policy of the Women’s Counselling Centre to safeguard, as much as possible, the confidentiality of our clients.

**Procedure:**

In general practice, client files are not to be removed from the premises.

When staff members attend offsite appointments with clients, they should, where possible, only take the necessary client information with them and not the entire client file.

However, periodically there are times when it may be necessary to take the entire client file to an offsite appointment. When this happens, the staff member removing the file bears the sole responsibility for that file.

Client files that are temporarily removed from the Women’s Counselling Centre must never be left unattended where an unauthorized person may access the confidential information.

Client files that are temporarily removed from the Women’s Counselling Centre must never be left unattended in a vehicle. They must be kept on the person (eg in a brief case or laptop case) of the staff member at all times.

Where possible, the client file should be returned to the Women’s Counselling Centre and locked in Filing Cabinet “A” for safekeeping by the end of the business day on which the offsite appointment occurs.

If it is not possible to return the file to the Women’s Counselling Centre, the staff member bears the sole responsibility for the security and safe return of that file to the Centre as soon as possible.

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# Research

**Policy:**

It is the policy of the Women’s Counselling Centre to, as much as possible, safeguard confidential information about our clients.

**Procedure:**

Any employee, volunteer, or student at the Women’s Counselling Centre who uses Agency materials for case presentations, teaching purposes, research or other academic purposes **MUST DISGUISE ALL IDENTIFYING DATA AND/OR PERTINENT INFORMATION WHICH MIGHT IDENTIFY THE CLIENT.**

Where possible written consent of the client should be obtained.

If client information is to be included in a published work, it is preferable if the material can be part of a composite of clients rather than one specific client.

If a specific client case is to be included in a published work, written consent of the client must be obtained prior to using the material.

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# Safety Plans

**Policy:**

It is the policy of the Women’s Counselling Centre to discuss safety planning with all women who access our services.

**Procedure:**

The staff member will assess the need for a safety plan with the woman during the first contact which is usually a telephone intake. Basic safety plan information will be discussed with the client over the telephone as needed. The safety plan information given will be noted in the WISH Database as part of the Intake Note.

If the woman becomes a client of the WCC, a more detailed safety plan will be developed with her that addresses her particular situation. The safety plan will be recorded in WISH and then printed and placed in the client file.

A copy of the safety plan may be given to the woman if it is safe for her to take such a document home. If is not safe, the safety plan should remain in the client file and the woman may review it whenever necessary.

There is a tab in WISH called Service Plans. This is where the safety plan is created and then printed. This printed document is a permanent record of the safety plan that is to be kept in the client’s file. See the WISH Training document for details on how to create a safety plan using WISH.

The safety plan should be reviewed with the woman and updated as needed.

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# Serious Occurrence Reporting

**Policy:**

Staff must fill out a serious occurrence report within 3 days anytime a serious occurrence happens. The staff member who was most directly involved with the incident must fill out the paperwork. Normally the Director will assist with this. The same staff member must also complete a Salvation Army Occurrence Report and send copies to the five SA designates.

**Procedure:**

Where an issue may be contentious or attract media coverage, the occurrence must be reported within three (3) hour of the occurrence. Also a voice mail must be left for the MCSS Program Supervisor. Then submit the normal serious occurrence report to the CWR regional office.

To determine whether an Occurrence falls into the Enhanced Serious Reporting Guidelines, use the MCSS Enhanced Serious Occurrence Identification Tool. (Copy attached). The procedures for a regular Serious Occurrence must be followed whether or not a situation is considered to fall into the “Enhanced” category.

The form to be used for this reporting is on file in the top drawer of Filing Cabinet “A”.

The Director must always be notified if there is an incident requiring a report of this nature.

|  |  |  |
| --- | --- | --- |
| **WEEKDAYS / EVENINGS** | **FAX** | **VOICE** |
| From Sunday 9:00PM to Friday 5:00PM | 1 877 708-2895 | 1 877 708-2896 |
|   |   |   |
| **WEEKENDS & GOVERNMENT HOLIDAYS** | **FAX** | **VOICE** |
| From Friday 5:00 PM to Sunday 9:00PM | 1 866 262-8881  | 1 877 444-0424  |

**Serious Occurrence Reporting Policy Cont’d**

**The following are the Serious Occurrence Reporting Categories:**

1. Any death of a client which occurs while participating in a service, including all clients receiving community-based support services that are funded or licensed by the MCSS/MCYS.

* Note: In the event of a death, a Coroner must also be notified

2. Any serious injury to a client which occurs while participating in a service. A factor to consider in deciding if an injury should be reported is whether professional medical treatment was required, not in-house first aid. Serious injuries may include but not be limited to the following:

a) An injury accidentally caused by the service provider, e.g., medication error resulting

 in injury.

b) A serious accidental injury, e.g., burn.

c) A serious non-accidental injury, e.g., suicide attempt, self-inflicted or unexplained

 injury.

3. Any alleged abuse or mistreatment of a client which occurs while participating in a service, e.g., allegations against staff, volunteers, drivers providing client transportation. This category does not include reports of historical abuse divulged while the client was participating in a service.

*With regard to children, see CFSA Sections 37 and 72, with respect to a child in need of protection and the duty to report. With regard to adults under DSA or MCSS Act (VAW programs), abuse includes: (a) to suffer physical harm; (b) to be sexually molested or sexually exploited; (c) to require but not be provided with medical treatment; and (d) psychological, verbal, emotional, financial abuse or mistreatment.*

4. Any situation where a client is missing in accordance with ministry requirements for applicable program sectors; otherwise, where the service provider considers the matter to be serious.

5. Any disaster on the premises where a service is provided, that interferes with daily routines, e.g., fire, flood, power outage, gas leak, carbon monoxide, infectious disease (where public health officials are involved), lockdown, etc.

6. Any complaint about the operational, physical or safety standards of the service that is considered serious by the service provider including reports of adverse water quality. Other examples include reports of exceeding lead safety levels, hazardous/ dangerous substances (poisons, flammables), medication error (not resulting in medical treatment), missing or stolen files, neighbour complaint about noise or physical appearance of the property (only where municipal authorities are involved), etc.

7. Any complaint made by or about a client, or any other serious occurrence involving a client that is considered by the service provider to be of a serious nature.

**Serious Occurrence Reporting Policy Cont’d**

*Examples include:*

* *Police involvement with a client (client charged by police).*
* *Serious assault by client against staff, peers or community member.*
* *Serious assault by non-caregiver against client, e.g., friend, another client, stranger.*
* *Disciplinary techniques, e.g., excessive, non-sanctioned.*
* *A serious complaint made by a client about service delivery issues.*

**Within the parameters of the preceding definitions, the service provider is responsible for determining whether an incident is deemed to be a serious occurrence as defined by these procedures and whether, therefore, it should be reported to the ministry.**

**MCSS Enhanced Serious Occurrence Identification Tool**

Enhanced serious occurrence reporting procedures will be followed when a serious occurrence affects clients and / or staff, involves emergency services and / or significant media or public attention is likely or has already occurred. An enhanced serious occurrence must be reported within 3 hours.

|  |  |
| --- | --- |
| **Serious Occurrence Category****For a complete definition, please refer to the SO Procedures for Service Providers** | **The incident may be enhanced if** ... |
| 1. Death of a client | **Suspicious circumstances** or **negligence** could be perceived to have contributed to the death.  |
| 2. Serious Injury to a clienta) An injury caused by the service provider.b) A serious accidental injury.c) A serious non-accidental injury. | The injury is currently **life-threatening.****Suspicious circumstances** or **negligence** could be perceived to have contributed to the cause of the injury. |
| 3. Any alleged abuse or mistreatment of aclient | The incident is an allegation of sexual or physical abuse against **staff** by a **client** where the media has become involved. |
| 4.Missing Client. | The client's **age or mental capacity** makes him / her especially vulnerable.A **crime** is suspected to have occurred in conjunction with the client going missing (i.e. abduction, stolen vehicle, assault on staff).The service provider contacted the police and an **amber alert or a similar public awareness tactic** is planned.Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g. missing client has returned). |
| 5. Disaster / Disease | The incident is a lockdown relating to a serious incident occurring **in your service provider location**The incident is an outbreak of a **serious contagious disease or virus,** such as **C.** Difficile or SARS.The incident caused **major damage** to a service provider's location and will **significantly disrupt the delivery of services.** Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g. lockdown has been lifted). |
| 6. A complaint about the service provider. | The individual or group who complained has **contacted the media.**A **staff member has been arrested** for a serious crime that may have affected clients.The complaint is about a topic that is often covered in the media.  |
| 7. A complaint made by or about a client and any other serious occurrences. | The incident involves **serious criminal activity** on the part of the **client.**  |
| 8. Physical restraints | Service provider staff applied a physical restraint and resulted in a **life-threatening injury.**  |

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# Placement Students

**Policy:**

The Women’s Counselling Centre provides limited student placements to University students who are currently in a BSW or Master’s degree program.

**Procedure:**

The Women’s Counselling Centre normally provides a student placement opportunity for up to two students each school year.

These students must be enrolled in a Bachelor or Master of Social Work degree program or other Graduate Degree program.

During the Christmas period, students may be asked to spend time in Family Services to assist with the Christmas support program.

While in the WCC, students will assist in the following ways:

Administrative Duties as required

Client Intakes (phone and face to face)

Workshop Facilitation

Christmas and Special Event preparation

Graduate Students will carry a small client caseload under supervision

Appropriate training will be given to student regarding the above responsibilities.

Students are required to read and follow the Policy and Procedure Manual of the Women’s Counselling Centre as well as the Volunteer Training Manual.

If a student is unable to attend a placement day, she must notify the Director of her Absence. If the student is carrying a client caseload and must be absent on a day when she was to see clients, she is responsible to notify her clients of her absence and reschedule the appointment.

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# Statistics / Timelogs

**Policy:**

It is the policy of the Women’s Counselling Centre that all staff, interns and students are required to complete statistical data for service delivery.

**Procedure:**

Statistic forms are to be completed daily and submitted to the Director within 7 days of the end of each month. This will allow the Director to compile her statistical reports for the Salvation Army in a timely manner.

The statistic form is set up in Excel and is to be used to compile the data. This form is located on the server.

Staff members are required to keep track of their in person, telephone, email and workshop / group interactions with clients as per the MCSS requirements. A “Monthly Client Interaction” form has been created for this purpose and staff members may find it helpful to record this information on that form. This form is also on the server. Staff members are required to record the information on the Monthly Stats spreadsheet.

Since the WISH database includes a function for tracking the Direct Contact service that we provide to our clients either in person or over the phone, staff members will enter their timelogs in the database. See the WISH training document for instructions on how to enter a timelog for a specific client.

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# Transgendered, Transexual, Two-Spirited Persons

**Policy:** It is the policy of The Women’s Counselling Centre that we do not discriminate against any client or potential client on the basis of any of the protected grounds covered in the Ontario Human Rights Code.

**Procedure:**

The Salvation Army Women’s Counselling Centre will not condone discrimination or harassment of any person on the basis of age, creed, family and marital status, disability, gender identity and gender expression, race and related grounds, receipt of public assistance, record of offenses, sex and sexual orientation.

We are committed to maintain the privacy of all of our clients.

**Definition:**

The term “transgender” is a comprehensive term that is to include any person whose gender expression does not match society’s expectation of how an individual who was assigned a particular sex at birth should appear or behave. The term includes but is not limited to:

* Pre-operative, post-operative and non-operative transsexuals who may or may not use hormones.
* Persons exhibiting gender characteristics and expressions that are perceived to be inconsistent with their sex assignment at birth
* Persons perceived to be androgynous
* Transvestites
* Cross-dressers
* Two-Spirited persons

At the Women’s Counselling Centre, we will provide individual counselling to any person who meets our admission criteria, including any person who identifies as female from the groups of people listed above.

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# Transitional Support Program

**Policy:**

It is the policy of the Women’s Counselling Centre to offer transitional support to women in crisis and transition.

**Procedure:**

Transitional Support may be accessed by any client of the Women’s Counselling Centre. Clients may access the Transitional Support program:

* In addition to their counselling
* While they are on the waiting list for counselling
* As a stand-alone support program

Transitional Support is comprised of a variety of services including but not limited to the following:

* Court and legal support
* Advocacy with community agencies
* Advocacy regarding housing issues
* Referrals to shelters / other agencies
* Safety Planning
* Transitional Planning
* Assistance with accessing community supports such as housing programs, counselling, parental supports, financial assistance, educational upgrading, job training, social services, health needs

Referrals for Transitional Support may come from a variety of sources including but not limited to the following:

* WCC Counsellors
* Self Referral
* Community agencies

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# Transitional Support Program – Central Intake Line

**Policy:**

It is the policy of the Women’s Counselling Centre to do everything possible to provide service to clients in a timely manner.

**Procedure:**

Peel Region has established a Central Intake number to assist potential clients in accessing Transitional Support Workers. This new intake number does not take the place of clients calling the individual agency directly. However, it does provide a method of centralized intake.

When a prospective client calls the central intake line, she will be assessed according to her demographic information, language needs, transportation accessibility and childcare needs. She will be referred to the agency that closest meets her needs and geographic location.

When an intake is completed that will be given to the Women’s Counselling Centre, the completed intake form will be faxed to the Women’s Counselling Centre.

Once the TSW has received an intake, she will attempt to make contact with the woman within 5 business days – sooner if possible.

Within 5 business days, the TSW will complete the confirmation section on page three of the Intake form and fax back that page only to the fax number at the bottom of the form. **The Salvation Army**

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# Transitional Support Program – Evaluation and Follow Up

**Policy:**

It is the policy of the Women’s Counselling Centre to attempt to follow up with clients at 6 months and 12 months after the conclusion of the client working with the Transitional Support Worker.

**Procedure:**

The TSW will attempt to contact each client served at 6 months and 12 months following the completion of their regular working together.

The purpose of the follow up is to determine if the clients are doing well meeting their goals and also if they require any further assistance.

The TSW worker will attempt to contact clients at the last known contact information on file and if the contact is made will provide any needed support to the client.

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# Transitional Support Program – Goal Setting

**Policy:**

It is the policy of the Women’s Counselling that the service provided will be consistent with the goals of our clients.

**Procedure:**

During the face to face intake process, staff members will have each client identify up to three goals that they want to work on during her transition support. These goals will be listed on the blue Client Goals form. A copy of the Client Goals form is attached. The staff member is responsible to ensure that goals are written using the following manner: **S**imple, **M**easurable, **A**chievable, **R**ealistic and **T**imely. **(SMART).**

The client will be asked to establish a baseline score of where she sees herself at the beginning of transition support in the achieving of each of her goals.

Where there is regular client contact, at the end of 3 months and every 3 months thereafter the client goals will be reviewed and the client will be asked to provide a new number for each goal. The new numbers will be entered in the appropriate column on the Client Goals Form. When there is not regular client contact, the THSP worker will attempt to review the client goals as part of the discharge process.

As part of the discharge process, the client will asked to provide a number for each goal. The numbers will be entered in the appropriate column on the Client Goals Form. Each time, new numbers are added to the Client Goals form, the form must be given to the Director for tracking. When the Director has recorded the information, she will initial the form and return it to the staff member.

It is understood that some goals may not be complete at the time of termination; however, there should be some progress towards the completion of the goals documented. It is also understood that clients sometimes terminate suddenly without any opportunity for the staff member to complete a termination session or documentation. In these cases a number in the termination column of the Client Goals form is not required.

**Client Transition Support Goals**

**Name of Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ File Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of Transition Support Worker:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| **Date of Initial Goals Set:** |  |
| **Date of 3 month Review:** |  |
| **Date of Additional 3 month Review:** |  |
| **Date of Additional 3 month Review:** |  |
| **Date of Termination Review** |  |

Goals should be written in the following manner: **S**imple, **M**easurable, **A**chievable, **R**ealistic and **T**imely **(SMART).** The client’s self-report scores are to be noted at each review according to a 0-10 scale (where 0 is incomplete and 10 is complete.)

|  |  |
| --- | --- |
| **Goal 1** | **During my transition support at WCC I will:** |
|  |
|  |
|  |
|  | **Goals Set** | **3 month review** | **3 month review** | **3 month review** | **Termination** |
| **Scores** |  |  |  |  |  |
| **Goal 2** | **During my transition support at WCC I will:** |
|  |
|  |
|  |
|  | **Goals Set** | **3 month review** | **3 month review** | **3 month review** | **Termination** |
| **Scores** |  |  |  |  |  |
| **Goal 3** | **During my transition support at WCC I will:** |
|  |
|  |
|  |
|  | **Goals Set** | **3 month review** | **3 month review** | **3 month review** | **Termination** |
| **Scores** |  |  |  |  |  |

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# Transitional Support Program - Intakes

**Policy:**

It is the policy of the Women’s Counselling Centre that a thorough intake assessment will be completed with each new transitional support client.

**Procedure:**

The transitional support worker will ensure that a thorough intake assessment is completed with each new transitional support client. As client files for both transitional support and counselling clients are integrated, the same process in WISH will be used for both programs.

If a client is first seen by the transitional support worker, she will complete the intake assessment process. If a client is first seen by a counsellor, the intake assessment will already be done and in the client file. In this case, the transitional support worker does not need to re-do the intake assessment but rather should review the existing assessment to familiarize herself with the details of the client’s situation.

See the WISH training document for how to complete the various screens during the intake process.

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# Transitional Support Program – Peel Family Shelter

**Policy:**

It is the policy of the Women’s Counselling Centre that we provide priority service to clients who are staying in the Peel Family Shelter.

**Procedure:**

A Memorandum of Understanding is in place between The Women’s Counselling Centre and The Peel Family Shelter (PFS). The Peel Family Shelter is a shelter for homeless families. Their mandate is not specifically related to Violence Against Women. However, since the VAW specific shelters are often full, many of the PFS clients are fleeing abusive relationships. The Peel Family Shelter does not provide abuse specific services. Their service model is emergency housing only. They try to get clients out of the shelter as quickly as possible. Often a client will stay at PFS only until she can be transferred to an abuse shelter.

Since the PFS clients are usually in crisis, they often need immediate transition and legal support. When a referral to the Women’s Counselling Centre is appropriate, the caseworker from PFS will call us to do the intake. They will make it clear that they are referring the person to the TSW.

If the TSW is available at the time of the intake call, she will speak directly to the case worker / client at the time of the call and complete the telephone intake with her. The TSW will set up an appointment to see the client as soon as possible and will inform the client of the first available appointment time that she has open.

If the TSW is not available at the time of the intake call, the intake will be completed in the normal manner by the staff member / student who answers the phone. That person will ensure that the TSW is informed of the intake as soon as possible. When the TSW

**Transitional Support Program – Peel Family Shelter Policy Cont’d**

receives the intake, she will attempt to contact the client as soon as possible and set up an appointment to meet with the client at the first available appointment time.

When the TSW is on vacation or about to go on vacation, the staff member who completes the intake will tell the Case Worker / client that the TSW is on vacation and when she will return to the office. This will allow the Case Worker to refer the client elsewhere for services if they need to do so.

If the Case Worker refers the client elsewhere, the intake will be marked as incomplete, listed in WISH as a telephone intake, closed in client details and filed accordingly.

If the Case Worker does not refer the client elsewhere, the TSW will attempt to contact the client and arrange an appointment time as soon as possible after her return from vacation.

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# Transitional Support – Record Keeping

**Policy:**

It is the policy of the Women’s Counselling Centre that documentation will be kept by the Transitional Support Worker of each contact with clients.

**Procedure:**

Where a client already has a counselling file in WISH, the transitional support notes will be integrated into the existing client file. Where a client does not have a counselling file in WISH, the transitional support worker will open a new client file. If that client later accesses counselling, the counselling notes will be added to the existing file. In both cases, there will be only one client file for each person.

For case notes that were completed prior to the implementation of WISH, the case notes were printed on lilac paper In order to easily distinguish between counselling notes and transitional support notes. In WISH there is no need for distinguishing in this manner.

The transitional support notes are subject to the agency and client confidentiality policies.

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# Transitional Support Program – Transition Plans

**Policy:**

It is the policy of the Women’s Counselling Centre that a Transition Plan will be created with each client seeking support from the Transitional Support Worker.

**Procedure:**

After the completion of the client intake process, the Transitional Support Worker will complete a Transitional Plan for each client using the appropriate form in WISH. Once completed the Transitional Plan form will be printed and attached to the left front cover of the client file along with the waiting list form (if not already there).

If the client is a counselling client and there is an Individual Program Plan already in the file, the Transitional Plan should be attached under the Individual Program Plan so that the IPP remains as the top page on the left side of the client file.

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# Transportation Assistance

**Policy:**

It is the policy of the Women’s Counselling Centre that we do not provide clients with transportation assistance for counselling appointments.

**Procedure:**

Clients will not be provided with bus tickets or other transportation assistance by the Women’s Counselling Centre in order for them to attend counselling sessions.

Many of our clients are receiving either Ontario Works or Ontario Disability Support Program assistance. Both of these programs provide transportation money so that clients may access medical appointments. Counselling is usually considered to be a medical expense by both OW and ODSP.

If a client requires transportation assistance, staff will write a letter to the client’s OW or ODSP worker on behalf of the client requesting this money be provided to them. The Women’s Counselling Centre is, however, not responsible for the final decision in this matter by either OW or ODSP.

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# Weapons - Clients

**Policy:**

It is the policy of the Women’s Counselling Centre that no client may come into the Counselling Centre with any weapon, concealed or otherwise on her person.

**Procedure:**

Any client seen with a weapon in her possession while on the property will be asked to remove the weapon from the counselling centre immediately.

Refusal to remove the weapon or repeated offences of this nature will result in the client being refused service at the Women’s Counselling Centre.

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# WISH

**Policy:**

It is the policy of the Women’s Counselling Centre that client files will be maintained primarily in the WISH database.

**Procedure:**

The Women’s Counselling Centre uses the WISH (Women In Safe Housing) database as the primary means of recording and maintaining client files. All staff will receive training on the use of WISH as part of their employment orientation.

A colour coded WISH Training Document has been created and is available to staff to assist with learning the functionality of WISH. As new features are built in to WISH or we begin using new features, additional training will be provided to staff.

If staff notice that there is an option missing from a pull down menu in WISH that they would like added, they should inform the Director who is the WISH Administrator and if possible she will add the requested changes to WISH as soon as possible.

We are still keeping a physical file for each client as there are some forms not integrated into WISH that the client must sign and we need original signatures on file. See the policy on Client Files – Contents and Organization for more details as to how the physical file should be organized.

The WISH Training Document is available on the server.

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# Workshop Admission and Attendance Process

**Policy:**

It is the policy of the Women’s Counselling Centre that the workshop program will have a set admission process.

**Procedure:**

When a telephone intake is completed with a new client and she indicates that she is interested in participating in our workshop program, the client will be referred to the Workshop Facilitator for follow up regarding the programs being offered. The client will be entered in the WISH database as a Transition Support Client.

The Workshop Facilitator will meet with the client to discuss the Workshop Program and to complete a Workshop intake. As long as the client meets the criteria for the workshop, she will be admitted to the next offering of the applicable workshop(s). If the client is already receiving counselling at WCC, the Workshop Facilitator will discuss the client’s suitability for workshops with the applicable counsellor.

In addition to the usual intake procedure, a prospective workshop participant will be assessed on the following criteria:

* the needs and learning goals of the client
* emotional stability/fragility of clients
* the client’s ability to function in a workshop setting
* the need for an experiential learning experience within a caring community

The workshop facilitator will note the attendance of clients at specific workshop in the WISH database. See the WISH training document for details on how to do this.

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# Workshop Cancellations

**Policy:**

It is the policy of the Women’s Counselling Centre that in the absence of the Workshop Facilitator, workshops will normally be cancelled.

**Procedure:**

The Workshop Facilitator will keep an up to date list of all women participating in any upcoming workshops.

If the Workshop Facilitator will be absent for the day / time of a scheduled workshop, the workshop will normally be cancelled.

The Workshop Facilitator is responsible to notify all workshop participants of the cancellation.

In some cases, (eg. where a student is facilitating a workshop), the Workshop Facilitator may use her discretion as to whether or not the workshop will be cancelled. All attempts will be made to ensure that another staff member is present in the workshop to support the student. In this case, the Workshop Facilitator must first check to ensure that there is a staff member available before allowing a workshop to continue with a student facilitator. If there is no other staff member available, the workshop will be cancelled.

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# Workshop Discharge Process

**Policy:**

It is the policy of the Women’s Counselling Centre that the workshop program will have a documented discharge process.

**Procedure:**

The ideal reason for the discharge of a client from a workshop is the completion of the workshop.

However, clients may also be discharged for the following reasons:

* Failure to attend regular workshop sessions
* Behaviour that is disruptive to the workshop process
* Breaking the confidentiality of the workshop
* Unsuitability / Lack of readiness for a workshop setting

When a client is discharged from a workshop for any reason other than the completion that workshop, a file note will be entered in WISH regarding the reason for the workshop discharge. See the Discharge Process policy for more information.

When a client is discharged for behavioural issues, she will be clearly told the reason for her discharge. She will also be told that she may return at a later date to re-take the workshop as long as she is willing to participate in the workshop and willing to abide by the behavioural guidelines of the workshop.

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# Workshop Evaluation

**Policy:**

It is the policy of the Women’s Counselling Centre to ensure that our workshop programs are meeting their stated objectives.

**Procedure:**

Each workshop offered by the Women’s Counselling Centre will have a printed list of workshop objectives. While some of the objectives for each workshop offered will be the same, the topic related objectives will be different for each workshop.

For our workshop program, we utilize a pre and post questionnaire method of evaluating the effectiveness of a workshop with regards to the meeting of its objectives.

Both a Pre Workshop and a Post Workshop questionnaire will be developed for each workshop. The questions will be tied to the workshop objectives and will be quantitative requiring respondents to score themselves for each question.

The quantitative questions on both the Pre and Post questionnaires for each workshop will be the same. At the end of each questionnaire, there may be a few qualitative questions that may differ between the Pre, and Post questionnaires. For example, we may ask for client goals at the beginning of a workshop and feedback about the workshop at the end of the workshop.

Workshop participants will be encouraged to complete both questionnaires honestly and to put their names on the form. If a participant questions the reason we are asking them to complete these documents, they are to be told that we want to ensure that we are meeting the objectives for each workshop and that we are using this method as part of our overall continuous quality improvement.

If the participant is hesitant to put their name on the form, they may leave that field blank. However, if possible the workshop facilitator should try and match up the Pre and Post evaluations so that the scores can be compared.

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# Workshop Program – Conflict Of Interest

**Policy:**

It is the policy of the Women’s Counselling Centre to do everything possible to ensure the safety, both physical and emotional of participants in our workshop program.

**Procedure:**

It is important for the smooth running of any workshop that there is no conflict of interest between members in the workshop. It is also essential that that all workshop members are on an even power level with each other and that no one is in a power over position with another workshop member. We want to ensure that each workshop member feels as comfortable as she can to respond and participate in the workshop experience. For this reason, we will not knowingly permit the following workshops of people to attend the same workshops as each other:

Relatives Intimate Partners

Big Sister / Little Sisters Known Abusers

Mentor / Mentees Friends

Counsellor / Worker and Client Teacher / Student

Pastor / Parishioner

A person in any other known power over relationship with a participant

It is possible that people from the above list may attend another offering of the same workshop. This will be encouraged if both parties wish to attend a particular workshop. If we become aware of a power imbalance once the workshop is underway, this will be dealt with on a case by case basis and the best available solution for all concerned will be determined and followed. This will happen in consultation with the Director and/or counselling staff.

There are two exceptions to the above. 1) If a participant has a disability and requires a support person to attend workshop with them, this will be permitted. 2) If a participant does not speak English, they may bring their own female language interpreter to the workshop.