**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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

# 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.

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Signature of Client Date

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Signature of Staff Member Date