**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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

**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