

### Counselling Service Policies and Procedures

***Counsellors are to outline the following policies and procedures to all clients at the initial 1<sup>st</sup> session.***

#### Fees:

The full cost to Listowel Family Resource Centre (LFRC) to provide counselling is **€35.00** per individual counselling session.

- Clients in a position to afford this rate will pay this fee from their first session.
- Where clients are unable to afford this rate they will be supported in trying to accessing funds to substitute the Counselling fee prior to a Counselling contract.

Clients will pay their fee to the Counsellor at the end of each session.

The Counsellor will issue the client with a receipt immediately.

It is the responsibility of the Counsellor to lodge these fees with LFRC administration office on a daily basis.

#### Booking Policy:

To access the counselling service prospective clients should:

- Ring/call into Listowel FRC on the main telephone number (068-23584)
- Furnish staff with your first name and contact number.
- These details will be passed onto the counsellor who will make direct contact.
- The Counsellor will arrange an initial appointment at this stage if appropriate.
- At the first session the Counsellor will assess the suitability of our service for the individuals needs and, if appropriate, arrange follow on counselling sessions. If LFRC Counselling Service is not the appropriate option Counsellors will refer to other more suitable services.

Please note: Counsellors do not have work based mobiles and contact **MUST** be made using the above steps.

#### Cancellation Policy:

To cancel or re-schedule appointment clients should:

- Give a minimum of 24 hours' notice\*.
- Contact the Centre giving their first name, time and date of the scheduled appointment.
- The Counsellor will then directly contact the client to reschedule an appointment.

\*A minimum of a 24hour cancellation policy is in operation. ***If the client does not give 24hours notice they will be charged the maximum fee of €35.00.*** In exceptional circumstances the cancelation fee may be reduced or waived at the discretion of Listowel FRC.

#### Limits to Counsellor/Client confidentiality:

Listowel FRC Counselling Service ensures the confidentiality of our clients. All staff of Listowel FRC sign up to confidentiality and it is a disciplinary offence if this broken.

Counsellors will also guarantee clients confidentiality; however, there are limits to this:

- If the Counsellor believes the client or someone else's life is in danger.
- Child Protection issues will be referred to the Centre's designated Child Protection Officer as per the Child Protection Policy of the Centre.
- For support and supervision purposes. (Internal support with the Manager and external clinical supervision).

### **Reports:**

Listowel FRC Ltd. Counselling Service does not provide reports to any third parties.

### **Attendance at Meetings:**

From time to time LFRC is involved in interagency collaborative approaches to supporting families/individuals. As a result LFRC's presence at a variety of different meetings may be required. If the requesting agency requires the presence of the centre Counsellors at these meetings, the Manager must give prior approval. In such circumstances the requesting agency must reimburse the Counsellors' expenses and fees.

### **Community Based/Primary Care Counselling Setting:**

Family Resource Centres providing a Counselling Service are considered to fit into a Community Based/Primary Care Setting.

Based on this Listowel FRC will:

- If an individual's counselling needs are deemed appropriate for this setting the client will be offered up to 8 counselling sessions.
- Following the completion of the initial set of counselling sessions it may be deemed appropriate to offer the client further/additional supports. These can take the form of one or all of the following:
  - ✓ Referral to other services within Listowel FRC.
  - ✓ Referral to outside agencies/supports.
  - ✓ Follow-on supports under the counselling service (to be discussed and agreed with the Counsellor, Client and Manager).

### **To attend Centre Based Counsellors Privately:**

In line with best practice, if a client of Listowel FRC wishes to attend a centre Based counsellor on a private basis there must be a minimum of 6 months break between attending the Listowel FRC Counselling service and attending the Counsellor privately.

### **Gifts**

While Centre Counsellors are permitted to accept small gifts, all staff of Listowel FRC are not permitted, under any circumstances, to accept cash. Any goods that may have a value over €20.00 should be pooled. If you are in any doubt regarding the operation of this policy or have any questions on it please feel free to speak to the Manager or Counsellor. Thank you.