

WFCRC Adult Counselling Service

Policies and Procedures



PLEASE READ ALL OF THE INFORMATION IN THIS DOCUMENT

There is a very significant demand for the WFCRC Adult Counselling Service and there is often a waiting list. We endeavor to see people as quickly as possible and one of the ways we minimise waiting times is to reduce the number of unused appointments.

In addition, the research evidence tells us that positive therapeutic outcomes are associated with regular and consistent attendance for the duration of counselling.

The following policies are designed with this in mind.

Fees:

WFCRC manage and offer reduced cost 1-to-1 confidential counselling, up to 24 sessions, for adults in Westport and the surrounding areas. There is a cost of **€30 per session**, the remainder of the therapist's fee is subsidized by the Centre.

Arranging Appointments

Following your initial assessment, your counsellor will discuss your treatment plan with you. You will have a regular counselling appointment every week or every other week, for a recommended number of sessions. This will be reviewed periodically to assess your continued need for the service.

Punctuality

We value your time and endeavour to start and finish sessions on time unless there is an emergency. We are unable to extend appointments if you attend late as another client may be waiting. It is the client's responsibility to ensure they are ready to start at the given appointment time.

Payment for your appointments

Payments for appointments are to be made to the counsellor, immediately after the session. The method of payment can be agreed with the counsellor.

Cancellation Policy:

To cancel or re-schedule appointment you should contact the Counsellor directly.



As you will be given a protected time slot, it means your counsellor cannot offer this appointment to anyone else. We would ask you to ensure that you keep your counsellor informed of any upcoming holidays or other commitments you are aware of so that your appointment slot can be allocated appropriately.

If you cancel your appointment with more than 24 hours' notice, there will be no charge.

If you are regularly cancelling your allocated appointment, your counsellor will discuss this with you and counselling may be placed on hold until you can commit to regular counselling sessions.

If you cancel your appointment with **less than 24 hours' notice, you will have to pay a half rate (€15)** for the session. This payment is non-refundable and non-transferable.

Confidentiality

WFCRC Counselling service is completely confidential. We will not speak to anyone about any aspect of your care without having discussed and agreed this with you beforehand. Instances where we would breach confidentiality; if we believed you to be at risk to yourself or others. In this instance, we would discuss our concerns and plan of action with you before speaking to a third party. Or a child protection concern based on information disclosed; the therapist and the FRC as mandated person/s have a legal obligation to act on this information and report under the Children First Act 2015.

Conflicts of Interest

In their professional activities, counsellors are required to act in a trustworthy and reputable manner towards clients and the community. For this reason, WFCRC Counsellors will not see two members of the same family as this could be viewed as a conflict of interest.

Feedback

We are committed to providing a reliable, efficient, and effective service at all times. We will be asking you for regular feedback to ensure this is happening. If you are unhappy with any aspect of your care, please let your counsellor know as soon as possible and we will work with you to resolve the issue.

Counselling Online

To continue delivering a much-needed service, counselling sessions are being offered via telephone and online during the various Covid-19 restrictions. It is the responsibility of the client to ensure that any device they are using has good Wi-Fi connection, is fully charged, and that they have headphones (if required) and a private, quiet space to attend the session.



In-person Counselling

For in-person counselling appointments at the FRC clients must complete a COVID declaration form upon arrival or submit the form online in advance, whichever is most practical for you. The form seeks to confirm that you are showing NO symptoms of COVID-19 and that you confirm that you are not self-isolating or awaiting the results of a COVID-19 test.

When you arrive for your appointment you go straight down the hallway, to the 3rd door on your right-hand side. The door will be open, when you enter, you must hand sanitize and maintain social distancing. You must wear a mask to enter the building. Wearing the mask is not compulsory during your session but to protect both you and the therapist it is advised. The therapist will be wearing appropriate PEE throughout the session. An air purifier will be on at all times to assist with cleaning and circulation of air.

Thank you for your cooperation.