

Welcome to Turning Point!

What follows is some essential information about our counselling services:

- Please read carefully and ask for clarification at any point, now or in the future.
- Please initial at the bottom of each page, and sign the final page, to indicate informed consent.

The Goals & Process of Counselling:

Our goal is to provide meaningful and professional counselling. Each of our counsellors is dedicated to helping you better understand yourself and face your current challenges.

In a session your counsellor will listen as you talk about your issues. You and your counsellor can talk about *anything* that is important to you. Counselling is most meaningful when you are able to share what is on your mind and heart. It may take a while to feel ready to tell another person what is troubling you. It is okay to work at a pace that is comfortable for you; your counsellor is committed to taking the time needed to achieve your goals.

Some situations and patterns have built up over time. It is important to give yourself some time to make changes. As you go through counselling, it is natural to discover new feelings, strong feelings, and new things about yourself. For some people this is unsettling, but it is often an important step toward growth and healing. We invite you to talk to your counsellor at any time about anything you are thinking or feeling.

Change is not easy, but by beginning today we can work together in helping you create a different future.

Length and frequency of treatment:

Counselling typically involves regular sessions, usually between fifty (50) and eighty-five (85) minutes in length. Duration and frequency vary depending on the format (e.g. individual, couple, or family), the nature of your problem, your goals, and your needs.

Boundaries of competence and referrals:

Turning Point Counsellors are psychotherapists, not psychologists or psychiatrists. Counselling ethics require counsellors to practice within the boundaries of their competence, and to expand their competence through responsible means, such as through training and clinical supervision.

If during the course of therapy, Turning Point determines your situation requires professional help beyond our level of competence, we will provide a referral to replace our service.

Termination of Counselling Relationship:

You have the right to end therapy at any time. Generally, it is beneficial to bring closure to your therapeutic work in a pre-planned final session. If you wish, we will give you the names of other qualified counsellors.

The Turning Point Director retains the right to discontinue therapy services when it is not in the best interest of the client to continue. Our counsellors thoughtfully determine when to discontinue therapeutic relationships, and will always discuss this with the client in advance, and will provide appropriate referrals.

Confidentiality:

The term “confidentiality” refers to all Turning Point staff’s obligation to not disclose any information obtained during the course of your therapy. We will reveal nothing about you, including that you have been here, except under conditions agreed upon by you, in writing. There are, however, standard exceptions to the rule of confidentiality:

1. All Turning Point counsellors receive supervision and participate in case conferencing, with the intent of insuring you receive the highest quality of professional assistance.
2. If there is danger to you or another person, your counsellor must intervene to make sure each person is safe.
3. If your counsellor has reasonable suspicion of abuse of a minor (under 18) s/he must report to the appropriate agency.
4. Disclosure of information may be required by a court subpoena.
5. If your session is paid for by a 3rd party they may require us to provide updates on your progress. At your request, you will be able to see any communication we have with the applicable organization.

Fee policies and cancellations:

Our policy is to provide affordable counselling, so that it is accessible to as many as possible. We will gladly determine a fee that is in keeping with your ability to pay and our ability to subsidize the remainder of the cost. Turning Point prioritizes youth and/or their families in the distribution of subsidy funds. Subsidies are reviewed periodically, to ensure affordability and responsible use of subsidy funds.

Please be aware that we charge 100% of your agreed upon fee, for sessions cancelled with less than 24hrs notice. We take into consideration the time that phone messages are left.

Emergency contact:

If a counsellor is unavailable at a time of crisis, you can call the hospital nearest you or 911. We do not provide an after-hours outpatient emergency response. Local 24hr crisis lines are as follows:

- Youth Emergency Crisis Stabilization System 949-4777 or 1-888-383-2776
- Main Street Project 982-8245
- Klinik 786-8686 or 1-888-322-3019
- Manitoba Suicide Line 1-877-435-7170

Physician contact:

Physical and psychological symptoms often interact. We encourage you to seek medical consultation if indicated. In addition, medication may sometimes be helpful for psychological problems. When appropriate, your counsellor will arrange a referral for medication evaluation. Clients are to consult with a physician or psychiatrist before stopping, starting, or changing their medication regimen.

Library policy:

- Resources can be checked out at the front desk, for up to 3 weeks (renewals subject to availability)
- Returned items must be given in person to a counsellor or the receptionist.
- The borrower agrees to pay for the replacement of any lost or damaged resource items.

Informed consent:

I/we have read and understood the preceding statements (pages 1-3). I/we have had an opportunity to ask questions about them, and I/we agree to enter into a professional counselling relationship with my/our assigned counsellor(s) at Turning Point Youth & Family Counselling Services.

Client Signature

Date

Client Signature

Date

Client Signature

Date

Turning Point Staff Signature (Witness)

Date