



Shelby County Counseling Center, Inc. welcomes the opportunity to serve you. Before beginning your work with us, we want to orient you to the services we provide, and outline our policies and procedures that enable us to serve you better. Please let our staff know if you have any questions. Thank you for choosing Shelby County Counseling Center. We look forward to helping you achieve your goals.

CLIENT ORIENTATION TO SERVICES

Agency Contact Numbers:

Client Services.....937-492-8080
 Administration.....937-492-6970
 After Hours Crisis Hotline.....800-351-7347
 Fax.....937-492-6971

Hours of Operation

Outpatient and Behavioral Medicine operates from 8:00 a.m. to 5:00 p.m., Monday through Friday. Evening hours are available for Outpatient Individual and Group therapy services by appointment.

Office hours for the Community Support Program are 8:00 a.m. to 5:00 p.m., Monday through Friday. Community Support Specialists are also available to their clients after hours on an as-needed basis.

Crisis Services are available on a call-in or walk-in basis from 8:00 a.m. to 5:00 p.m., Monday through Friday. After hours services may be assessed by calling the Crisis Hotline.

Addiction Services office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, with groups offered mornings and evenings.

Non Discrimination Policy:

It is the policy of Shelby County Counseling Center to provide employment and service opportunities to all eligible persons without regard to race, color, religion, sex, national origin, age, height, weight, marital or familial status, disability, service in the uniformed services, or any other characteristic protected by law and without regard to sexual orientation.

About Your Counseling Experience:

At screening, each individual, couple or family is assigned to a therapist who has responsibility for the delivery and coordination of your service here. Following a thorough assessment of your referral concerns, a treatment plan addressing goals, objectives, interventions and time lines will be completed with you. These plans are reviewed regularly during your service. Agency services offer you an opportunity to seek satisfactory solutions to personal and/or family problems. Interventions may include talk, play or activity therapy, “home work” assignments, medications, and trauma recovery techniques.



Counseling services are usually provided weekly or bi-weekly for 8-15 sessions. The duration of your treatment is based upon a number of factors including the number of sessions authorized by your payor source. Clients receiving subsidy assistance by the Tri-County Board will be authorized for up to 12 sessions. Service does not promise any particular results or outcomes, but seeks some resolution of your present problem or distress. Assessment of your circumstances and of our recommendations and interventions are ongoing. We will work with and support you and/or your family as you work toward your own answers and decisions. In brief, our role is to help people help themselves.

Counseling sessions may involve the risk of remembering painful events and may arouse intense emotions of fear, anger, anxiety or other feelings. The benefits of counseling may be enhanced coping skills, improved functioning or mood, better self-understanding, changed behavior, a greater sense of well being and/or personal growth.

Your therapist or the Consulting Psychiatrist will discuss with you any individualized risks involved in treatment and in alternatives to treatment, as they may apply.

Client Centered Planning:

All services and treatment options are planned and delivered with your personal active participation and/or the participation of your parent(s)/legal guardians, if you are a minor. You may give your welcomed input and feedback to our staff verbally or in writing, and you may choose who will participate with you in your treatment.

Drug Free & Safe Environment:

The agency is a drug-free facility. Use of tobacco products, illicit drugs and licit drugs for which you do not have a prescription are NOT allowed in the building. Weapons are also prohibited. Violation of this policy may result in termination of services.

Cancellations:

Appointments are set for your exclusive use. Early cancellation (24 hours if possible) is greatly appreciated and **expected** if you are unable to attend. The agency may bill you for failure to provide notice. We appreciate your cancellation in situations of contagious disease.

Confidentiality/Duty to Warn:

This agency and its personnel comply with strict rules of confidentiality in keeping with the guidelines and regulations of federal and state government, accrediting bodies, HIPAA and professional affiliations. We will NOT release your protected health information without your written and informed consent unless legally required under the Child Protection Act, the Duty to Warn Act, or medical emergencies. Please read the agency's Notice of Privacy Practices for specific information.

Emergency Needs:

We will make every effort to assist you with your needs during office hours. If you consider yourself in an emergency after normal agency hours, you may call the Tri-County Crisis Center Hotline at 800-351-7347 or present yourself at the Wilson Hospital Emergency Room.



Barrier Free Access:

The Shelby County Counseling Center is accessible for the mobility impaired. If you should require or desire any additional assistance or accommodations, please notify the receptionist. We will do our best to accommodate you. Interpreters are available with advance notice at no charge.

Supervision of Minor Children:

We **expect** a responsible adult to accompany all minor children to the agency and to remain on site during their child's appointment, if the child is under the age of 16 years. On occasion, a parent/guardian's signature is needed at the appointment time. Children are not to be left in the waiting room unattended.

Payment for Services:

Most health insurances cover some of our charges. Deductibles and co-pays are **your** responsibility. Fees are due and payable at the time of service. Some services are subsidized by funding provided by the Tri-County Board of Recovery and Mental Health Services and subject to the sliding fee scale established by the Tri-County Board. It is your responsibility to inform your therapist or the billing department about any changes affecting your amount or method of payment, address and/or phone number(s). Any changes made are effective as of the date of the agency's notification. Services will not be denied if you are unable to pay.

Grievance Policy:

If you are dissatisfied with a procedure or decision made relative to your service, you may file a complaint by contacting the agency's Client Rights Officer at 937-492-6970 ext 201. The agency cannot treat clients who file complaints differently than other clients and the agency cannot ask clients to waive their right to complain.

Termination of Services:

You may terminate services with this agency at any time by contacting your therapist or your therapist's supervisor.

The agency may terminate services with you for the following reasons:

- any act or threat of physical and/or verbal violence, including violation of weapons ban;
- a pattern of failure to comply with our clinical recommendations that seriously impairs our ability to assist your recovery/growth;
- more than two missed appointments without acceptable notice;
- more than two unpaid sessions without an approved payment agreement;
- failure to comply with terms of payment agreement;
- 60 days without contact from you regarding continued services.

You may be readmitted to service, once terminated for any of the above reasons, with the permission of the Director of Clinical Services only.